

DMH

Placemat Initiatives



Missouri Department of
MENTAL HEALTH

Dashboard

December 2024

Serving, empowering, and supporting Missourians to live their best lives.



Missouri Department of MENTAL HEALTH

Mission

Serving, empowering, and supporting Missourians to live their best lives.

Themes

Capacity and Infrastructure

Children's Services and Supports

Quality Outcomes

Workforce

Initiatives

Increase community provider capacity to meet the needs of individuals with Behavioral Health/Intellectual Developmental Disabilities (BHIDD) boarding in hospitals, jails, and homeless shelters

Continue planning and development to transition from paper-based operations to an electronic Home and Community Based Services (HCBS) case management system, ConneXion

Increase jail-based competency restoration services

Continue planning and development for new behavioral health hospital in Kansas City

Expand number of Behavioral Health Crisis Centers (BHCC)

Develop a range of services designed to improve parent-child relationships and early childhood mental wellness

Develop and implement services necessary to address the needs of children boarded in hospitals past medical necessity

Create and distribute information to assist parents and caregivers to support their children with behavioral health and intellectual and developmental disabilities

Expand resources to address the needs of youth and emerging adults as they experience the first episodes of psychosis

Continue implementation of the Developmental Disabilities Health Home

Develop streamlined access to autism project resources through the Family Flexible Assistance Program

Analyze current state and develop recommendations to mature Division of Development Disabilities' Value Based Payment for Home and Community Based Services (HCBS)

Increase the penetration rate of Integrated Treatment for Co-Occurring Disorders (ITCD) teams in order to more appropriately treat individuals with co-occurring disorders

Expand Direct Support Professional Apprenticeship

Expand recruitment partnerships with secondary and higher education programs

Design and implement targeted compensation adjustments

Standardize HR business practices across DMH to create consistent processes

Design and implement a Mental Health-specific Post Critical Incident Seminar for DMH staff experiencing trauma

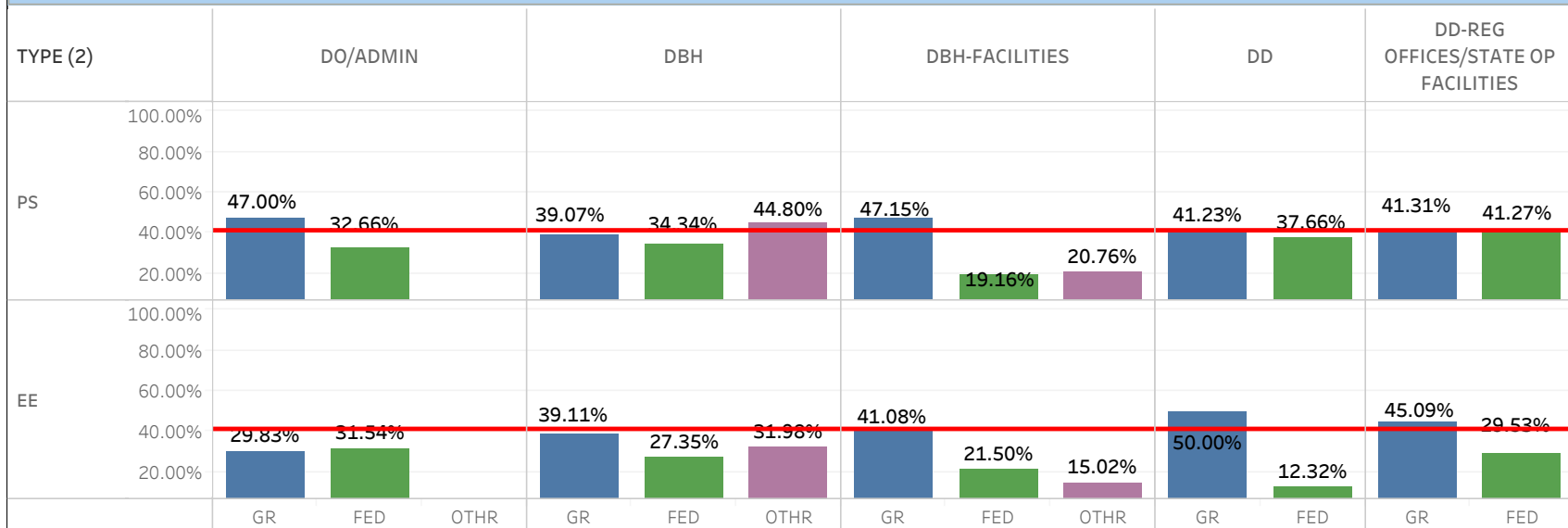
Budget Expended

ARPA Projects &
Expenditures

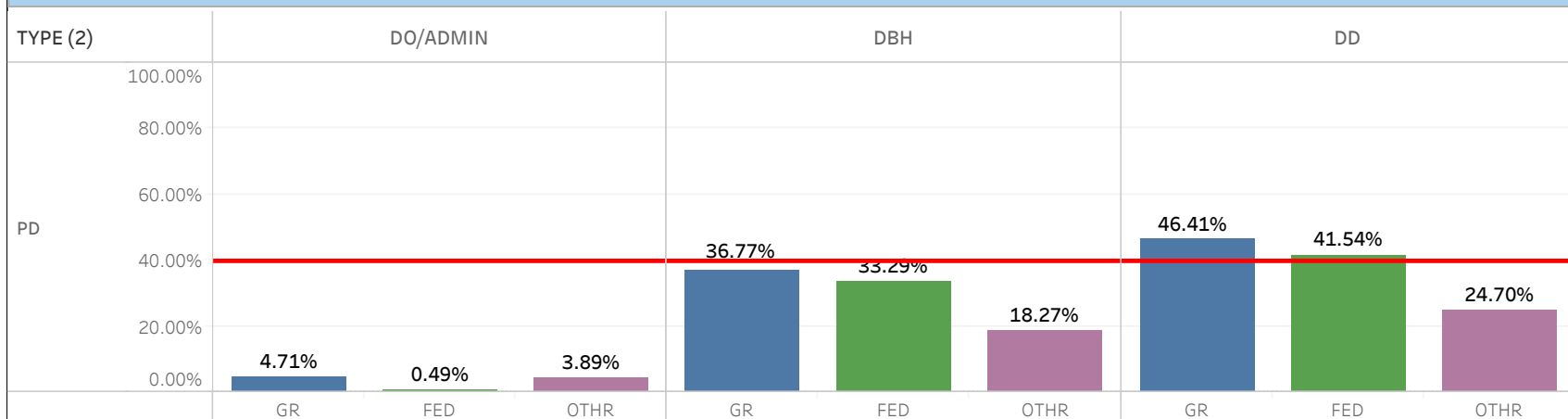
Expenditures by Division as of December 2, 2024

*For Budget Year FY25

Personal Services and Expense & Equipment



Program Expenditures



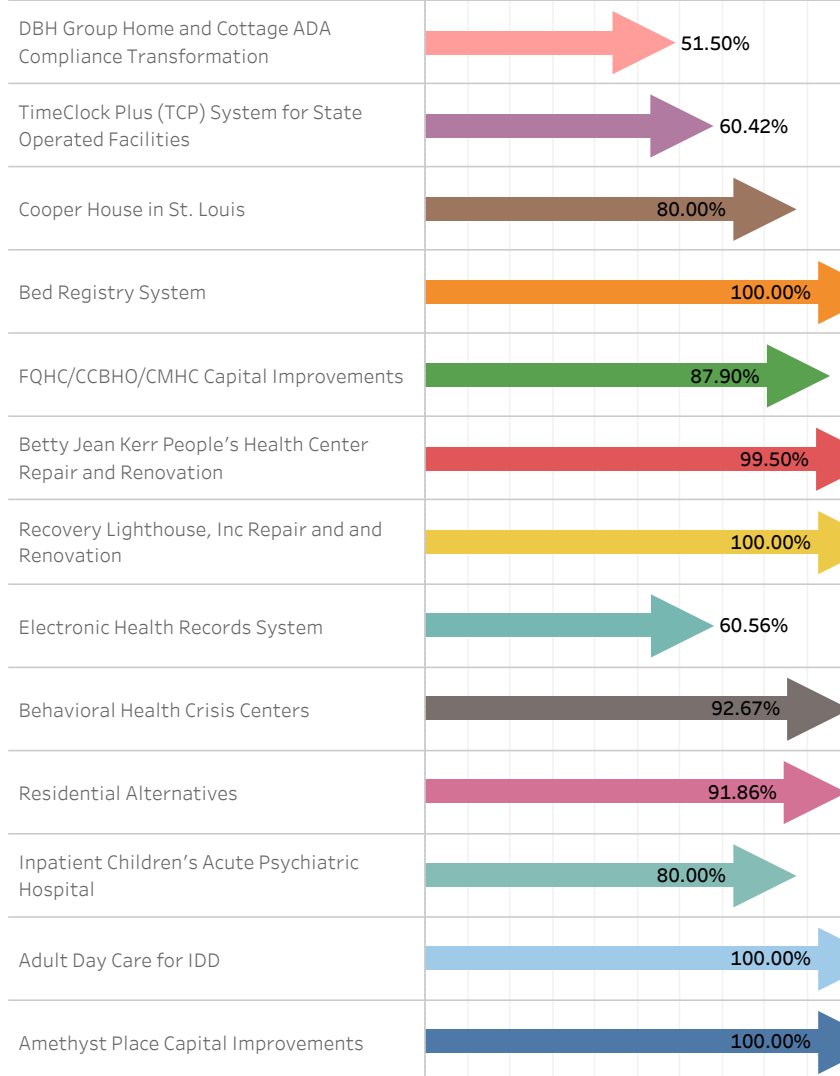
Budget Expended

ARPA Projects &
Expenditures

ARPA Project Tracking

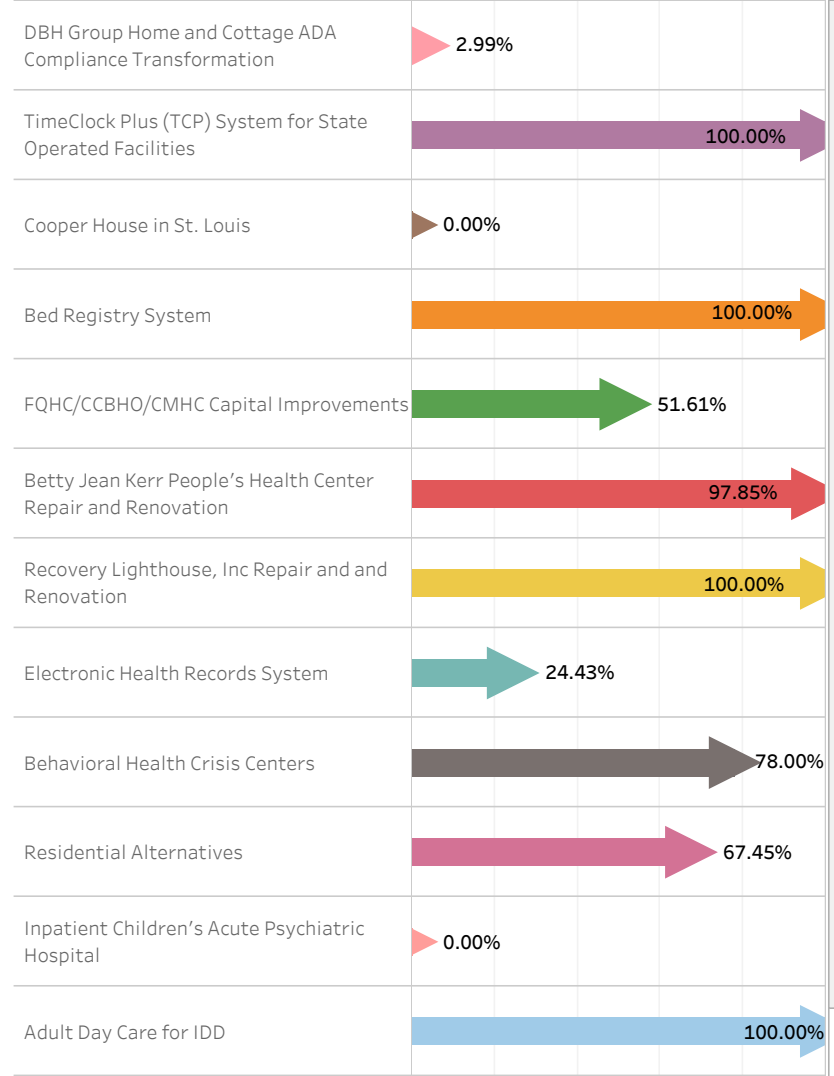
Percent of ARPA Projects Complete

Name of Project

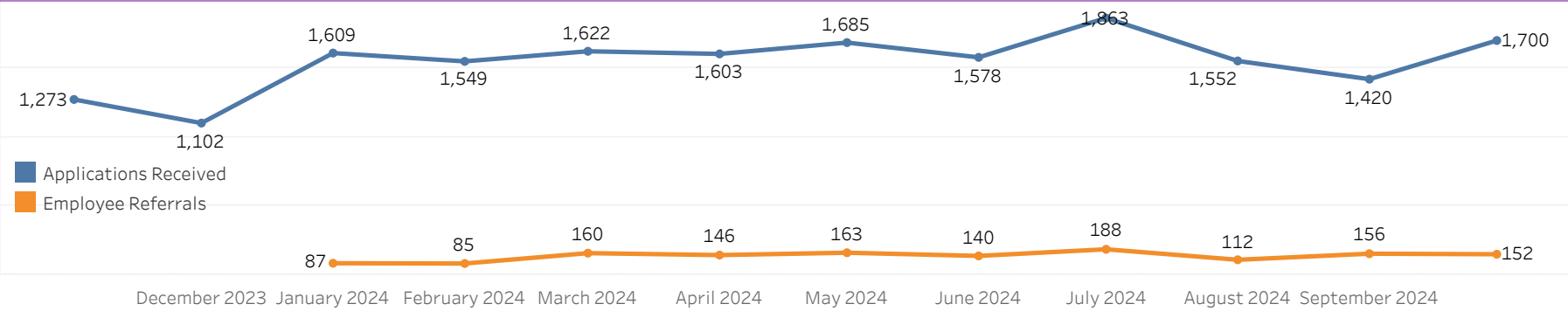


Percent of ARPA Project Expenditures Paid

ARPA Project Name

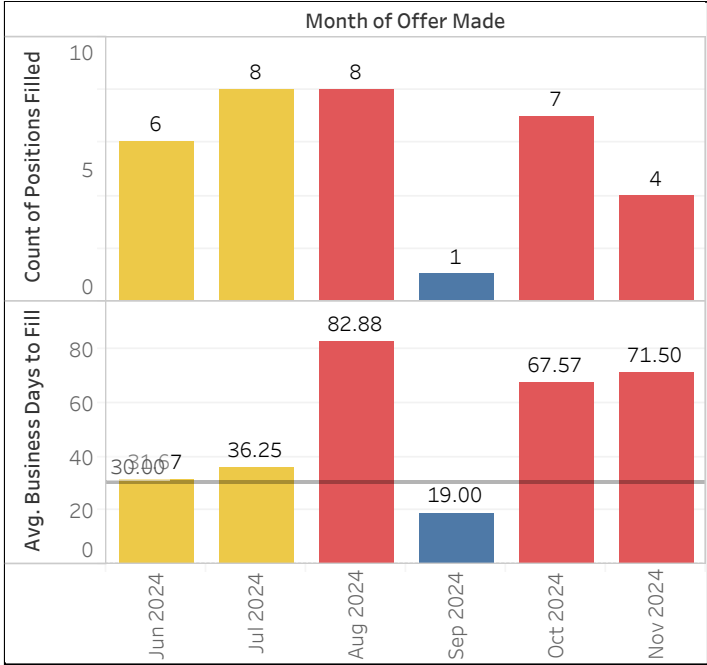
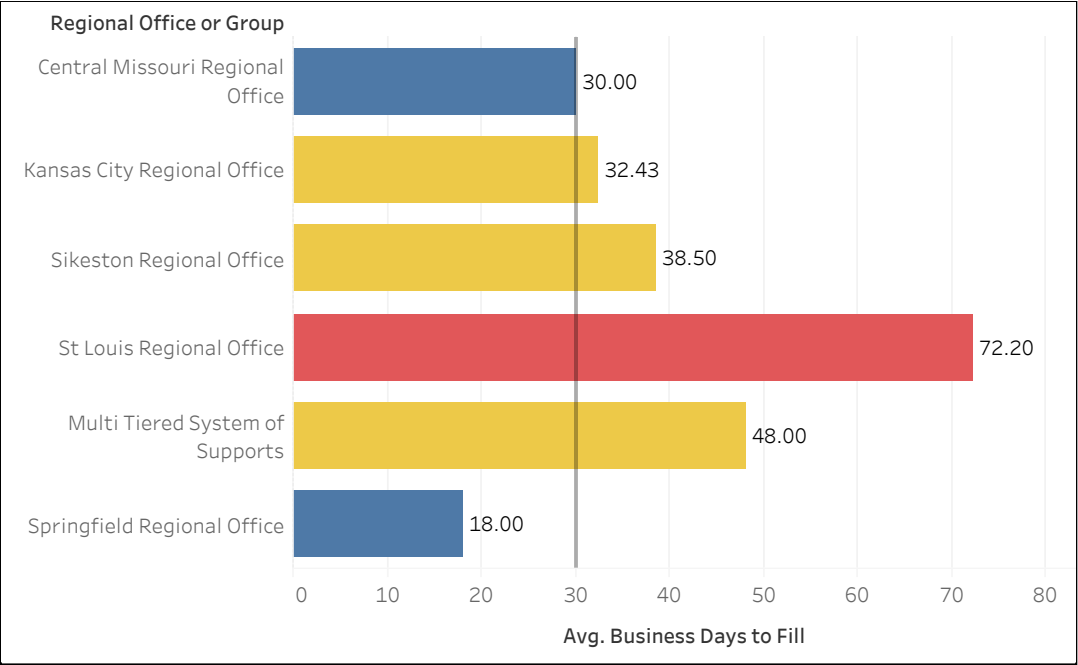


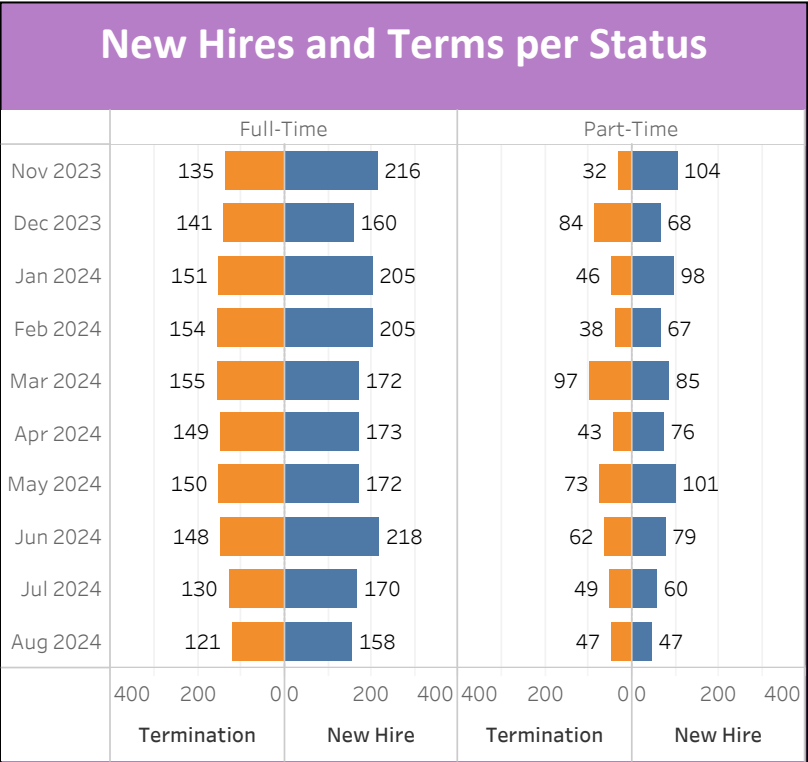
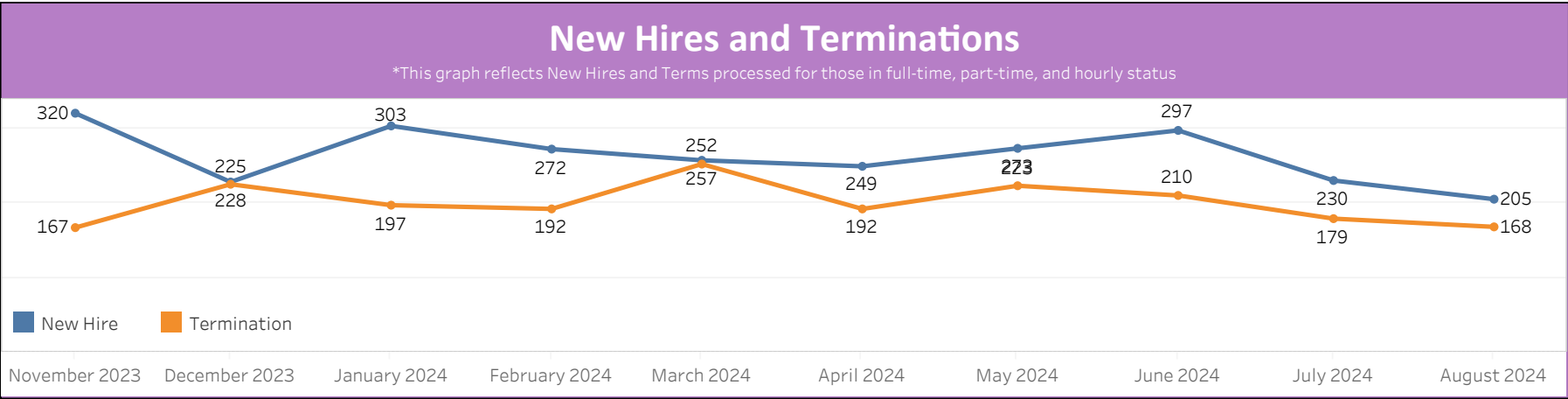
Mo Careers Applicant Data Tracker



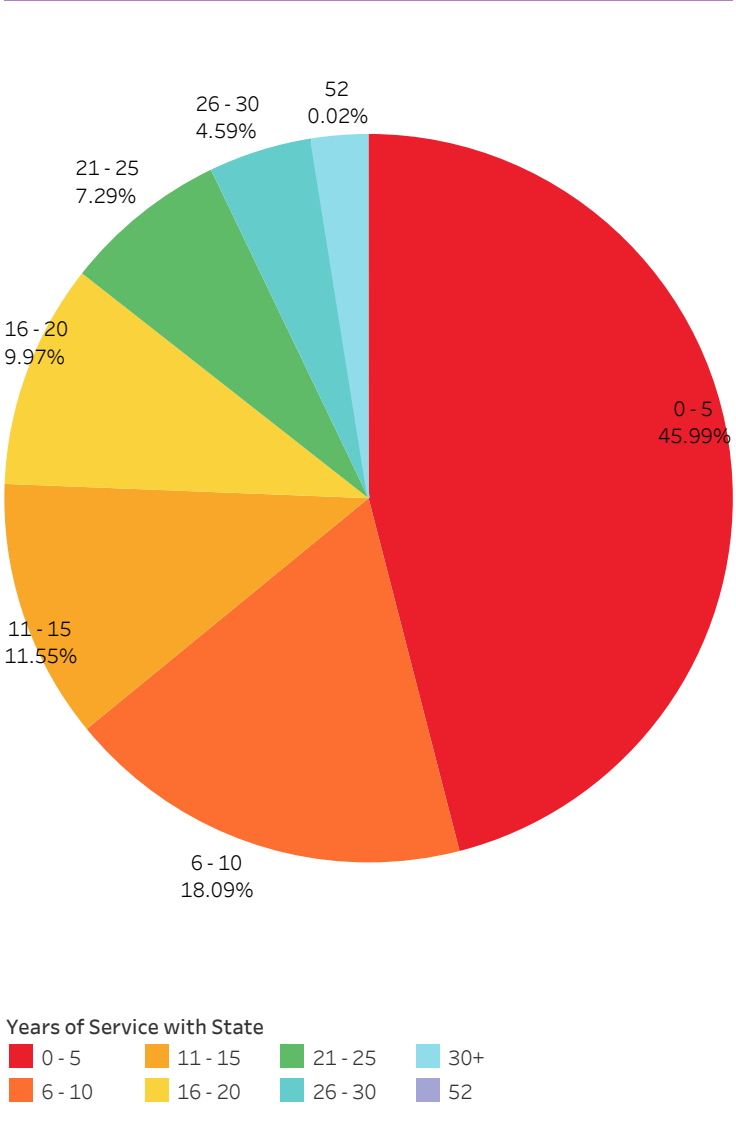
Average Business Days to Fill Position Last 6 Months

*Goal less than 30 business days



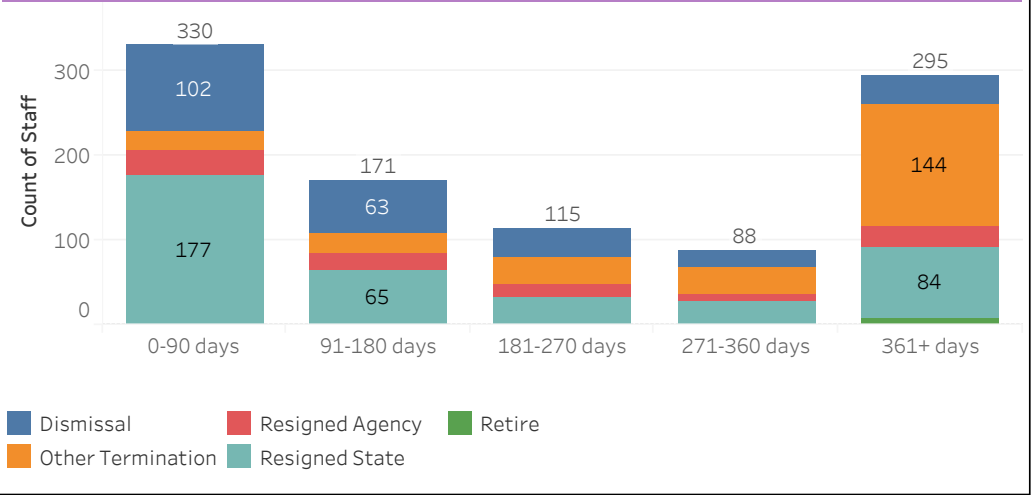


Years of Service with the State

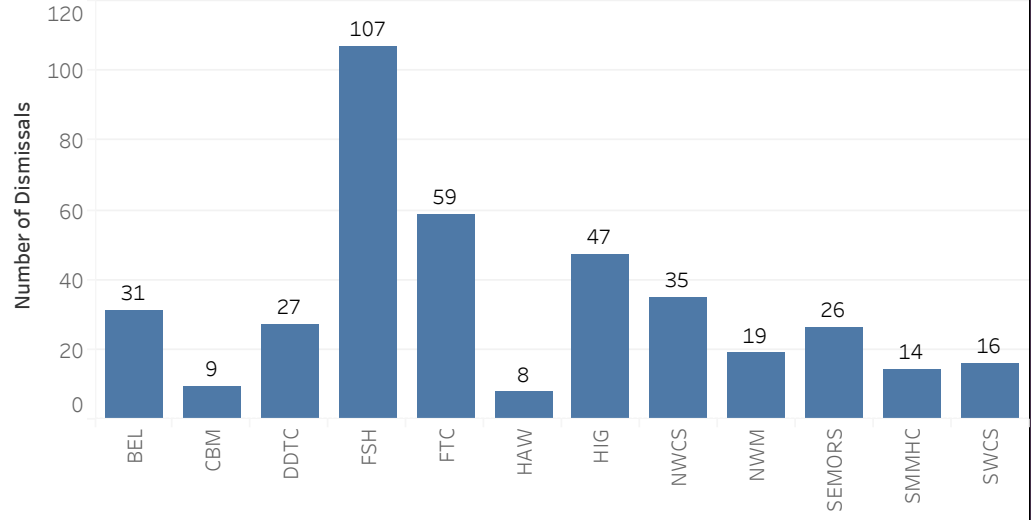


Turnover Time for 2024

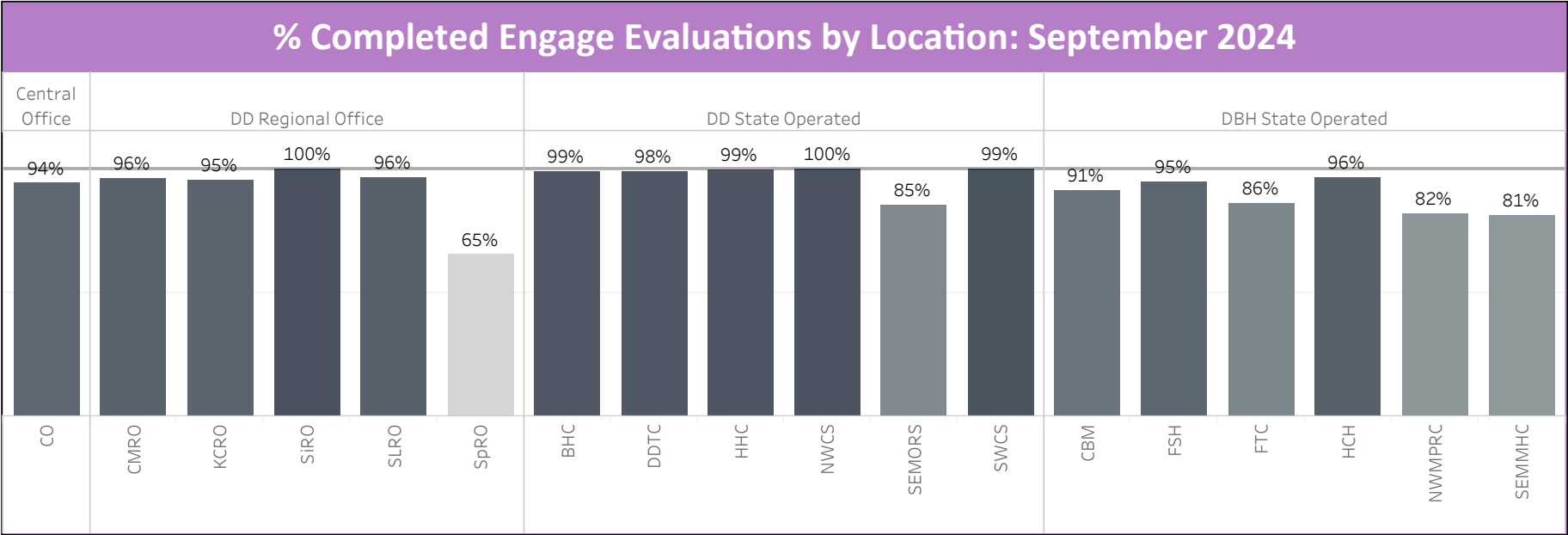
(measured in days)



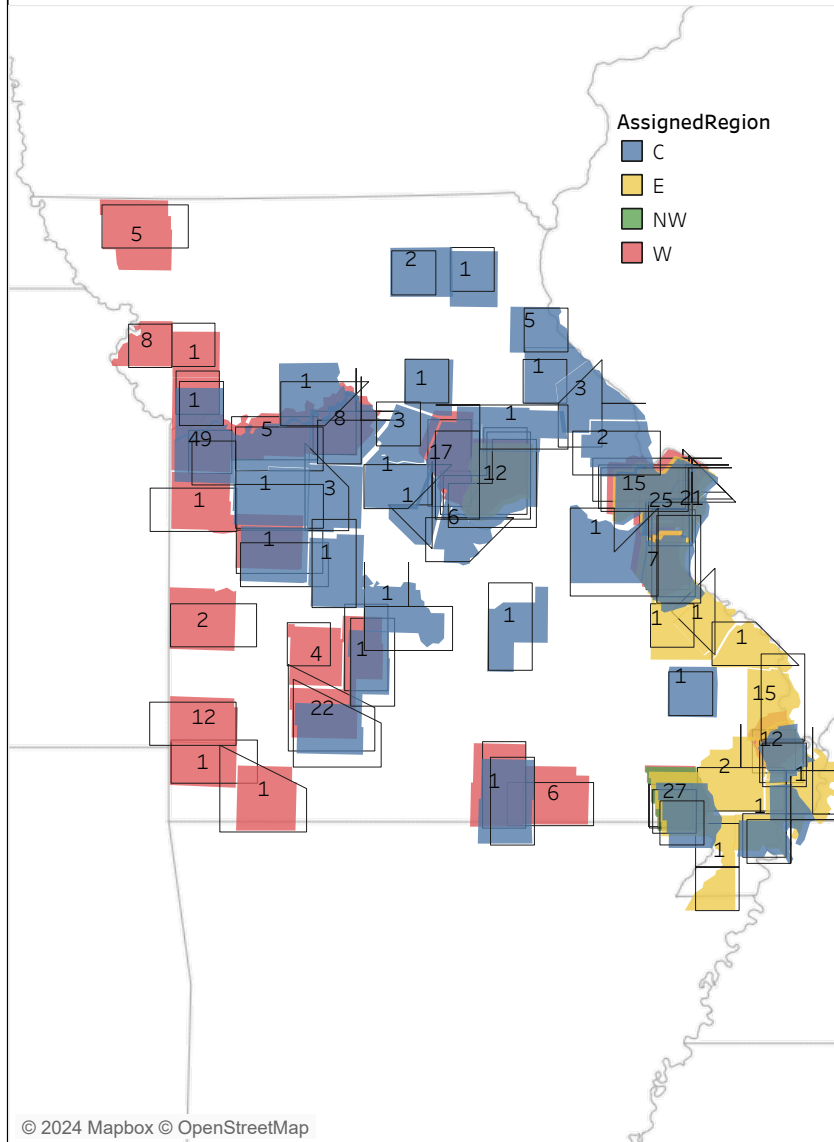
Dismissals by Location for 2024



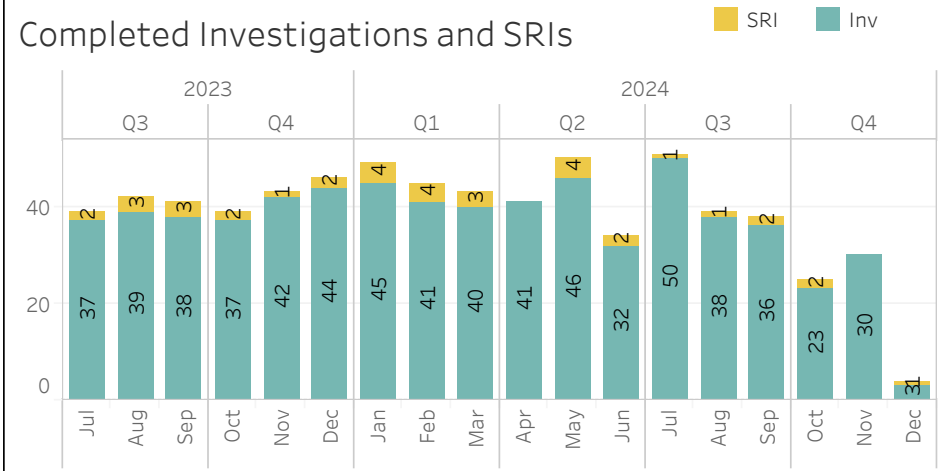
Engage Surveys					
Measure	FY 2022 Q3	FY 2023 Q1	FY 2023 Q3	FY 2024 Q1	FY 2024 Q3
Evaluation Completion Rate	95.9	97.5	97.9	97	92.5
Upward Feedback	35.6	35.2	36.1	32.4	33.9



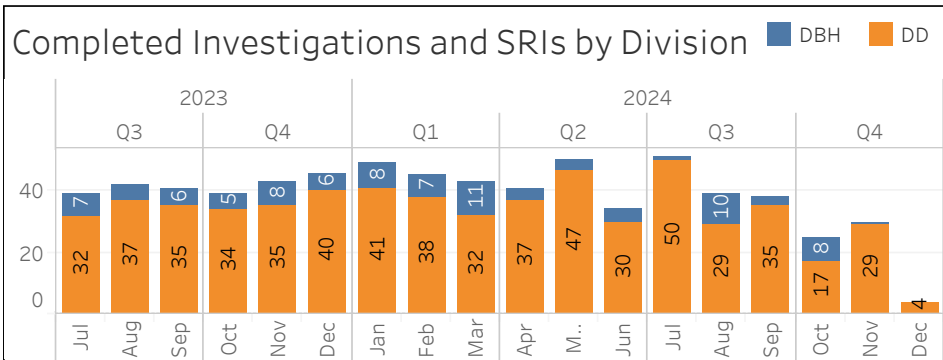
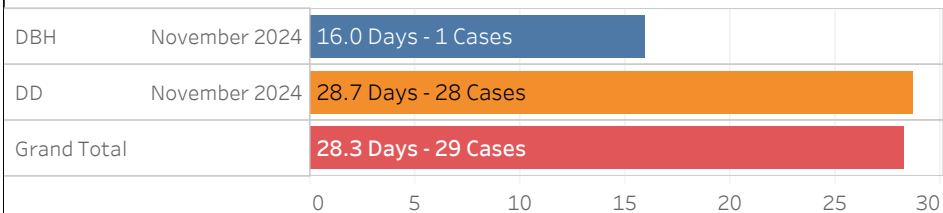
Assignment Map - Last 12 Months



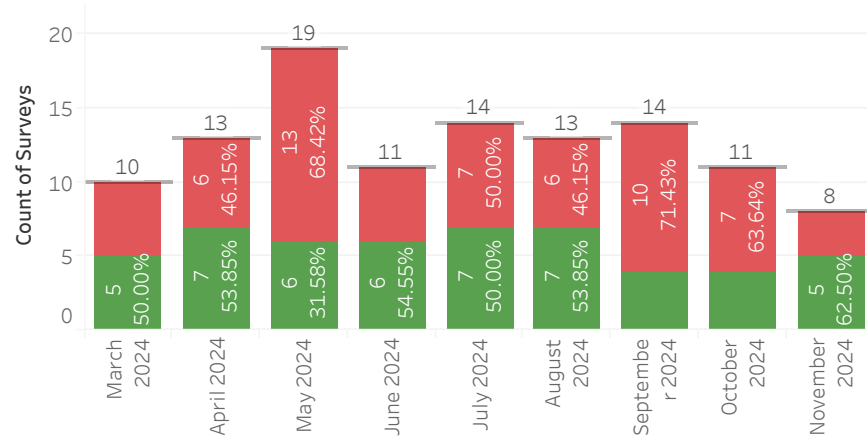
Completed Investigations and SRIs



Completed Investigations and SRIs by Division

Avg Days Assigned to Final or Preliminary Report
(non-ICF) Last Month

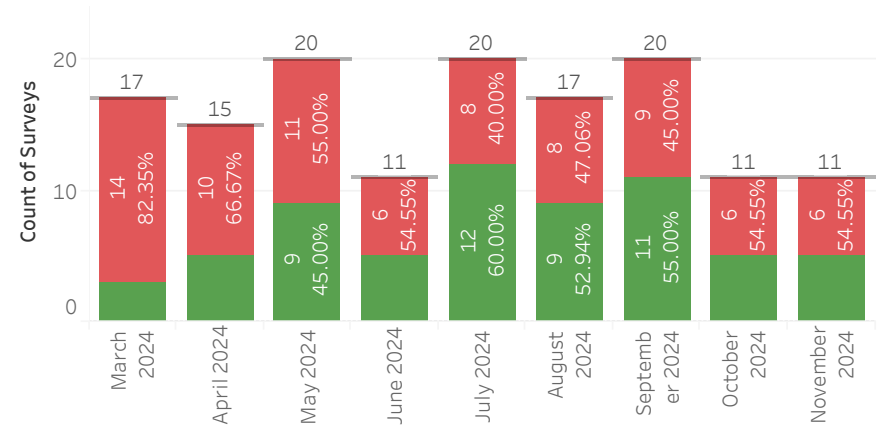
Number of Certification Surveys



Is there a plan of correction required?

■ Yes
 ■ No

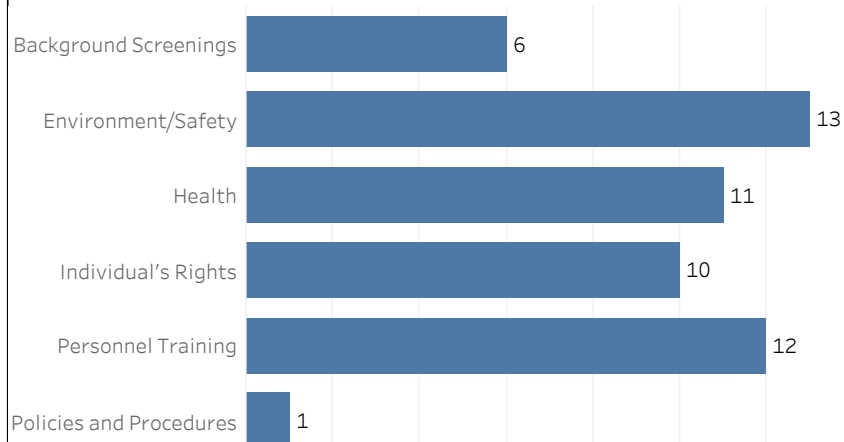
Number of Licensure Surveys



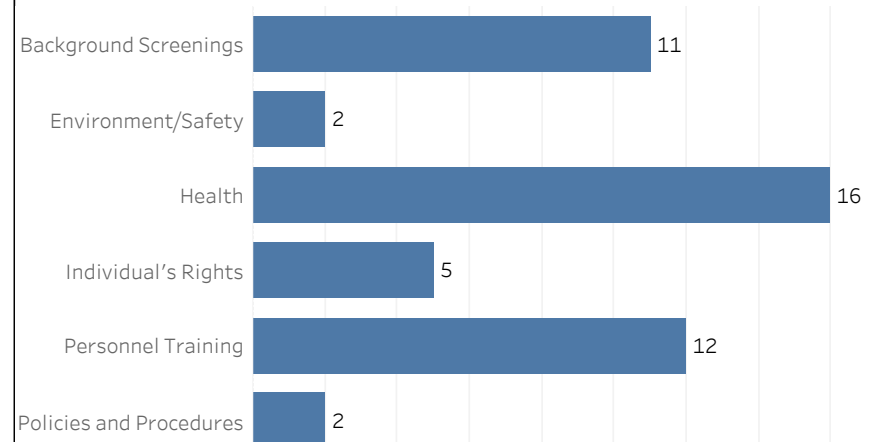
Is there a plan of correction required?

■ Yes
 ■ No
Certification Deficiency Categories
Previous 3 Months

*a survey can have more than one deficiency area

Licensure Deficiency Categories
Previous 3 Months

*a survey can have more than one deficiency area



HCBS Waiver
Services

Independence/
Self- Sufficiency

Capacity/
Infrastructure

Capacity/
Infrastructure

Capacity/
Infrastructure

Quality Outcome

Workforce



Home and Community Based Waiver Services

People Served by Waiver

Waiver Type	July 2024	August 2024	September 2024	October 2024	November 2024	December 2024
Community	6,680	6,658	6,631	6,612	6,592	6,578
Comprehensive	8,988	8,977	8,950	8,939	8,939	8,937
Lopez	323	322	320	321	317	314
Partnership	1,252	1,241	1,227	1,217	1,210	1,201
Grand Total	17,243	17,198	17,128	17,089	17,058	17,030

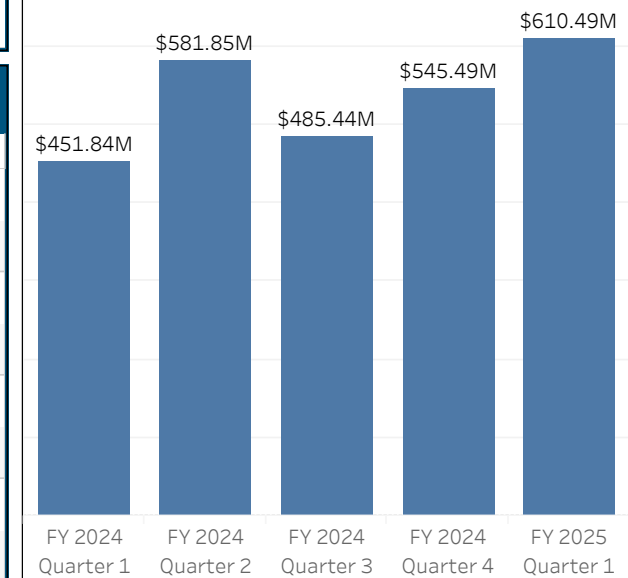
Waiver Waiting List

In-Home	Residential
456	71

Expenditures by Waiver

		FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2025 Q1	FY 2025 Q2
Community	Average Expenditures Per Person	\$13,944	\$11,383	\$13,248	\$14,532	\$9,370
	Total Paid	\$78.39M	\$65.30M	\$79.87M	\$89.92M	\$55.74M
Comprehensive	Average Expenditures Per Person	\$57,666	\$48,186	\$52,922	\$59,061	\$40,772
	Total Paid	\$499.39M	\$417.01M	\$462.22M	\$516.48M	\$350.11M
MOCDD	Average Expenditures Per Person	\$6,815	\$6,001	\$6,915	\$8,208	\$4,369
	Total Paid	\$1.90M	\$1.64M	\$1.91M	\$2.38M	\$1.18M
Partnership	Average Expenditures Per Person	\$1,819	\$1,414	\$1,477	\$1,762	\$1,060
	Total Paid	\$2.18M	\$1.49M	\$1.49M	\$1.70M	\$0.88M

Waiver Expenditures Over Time



Expenditures as of 11/29/2024 10:17:34 AM

FY: Fiscal Year starts on July 1

HCBS Waiver
Services

Independence/
Self-Sufficiency

Capacity/
Infrastructure

Capacity/
Infrastructure

Capacity/
Infrastructure

Quality Outcome

Workforce

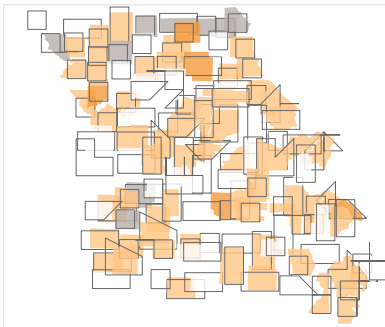
Independence/ Self-Sufficiency

Universal Design and Assistive Technology

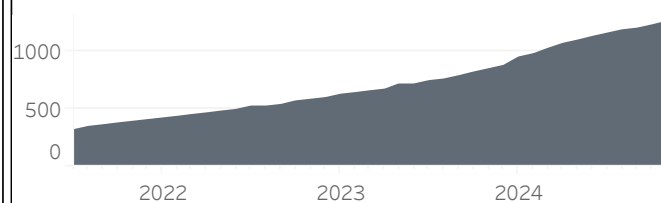
**November
2024**

% of Individuals with a
Waiver authorized for
Assistive Technology or
Remote Supports

- less than 10
- None
- 1% - 10%
- 11% - 29%



Cumulative Number of Individuals with an Assistive Technology or Remote Support Service Authorization Since 07-01-2021

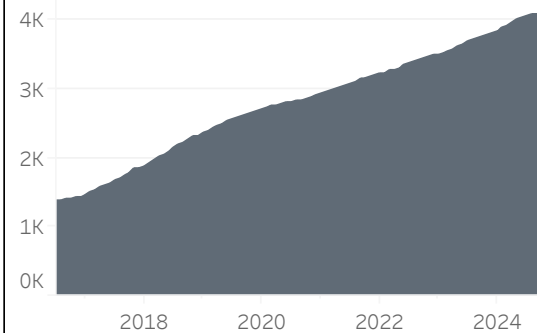


Consultations, Technical Assistances, and Trainings

Program Type	Sep 24	Oct 24	Nov 24
Assitve Technology	9	11	2
Environmental Accessibilit..	32	28	21
Remote Supports	4	1	2
Specialized Medical Equip..	2	4	1

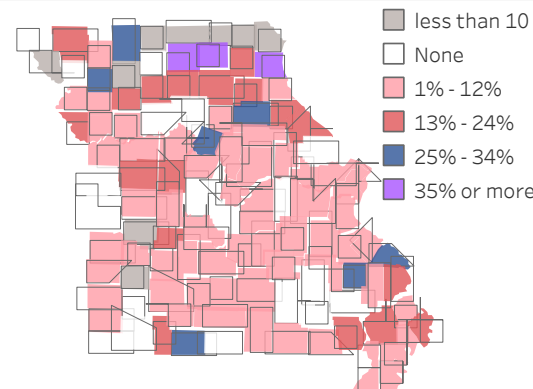
Employment Services

Cumulative Number of Consumers with an Employment Service Authorization



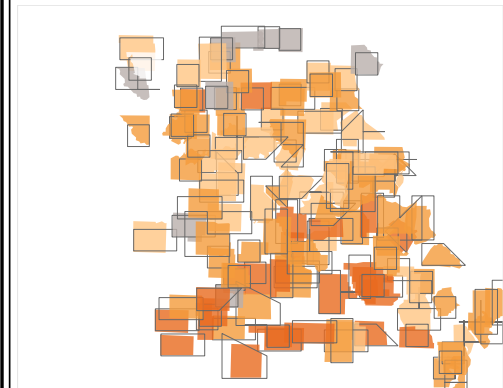
November 2024

% of Individuals ages 14-64 with open Waiver EOC authorized for
employment services



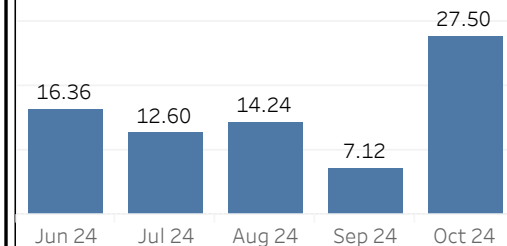
Self Directed Services

November 2024
Individuals using Self-Directed Services
(SDS) Best practice goal is 23%



less than 10 11% - 29%
None 30% or more
1% - 10%

Average Days to Process New Referral



HCBS Waiver
Services

Independence/
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Infrastructure

Capacity/
Infrastructure

Capacity/
Infrastructure

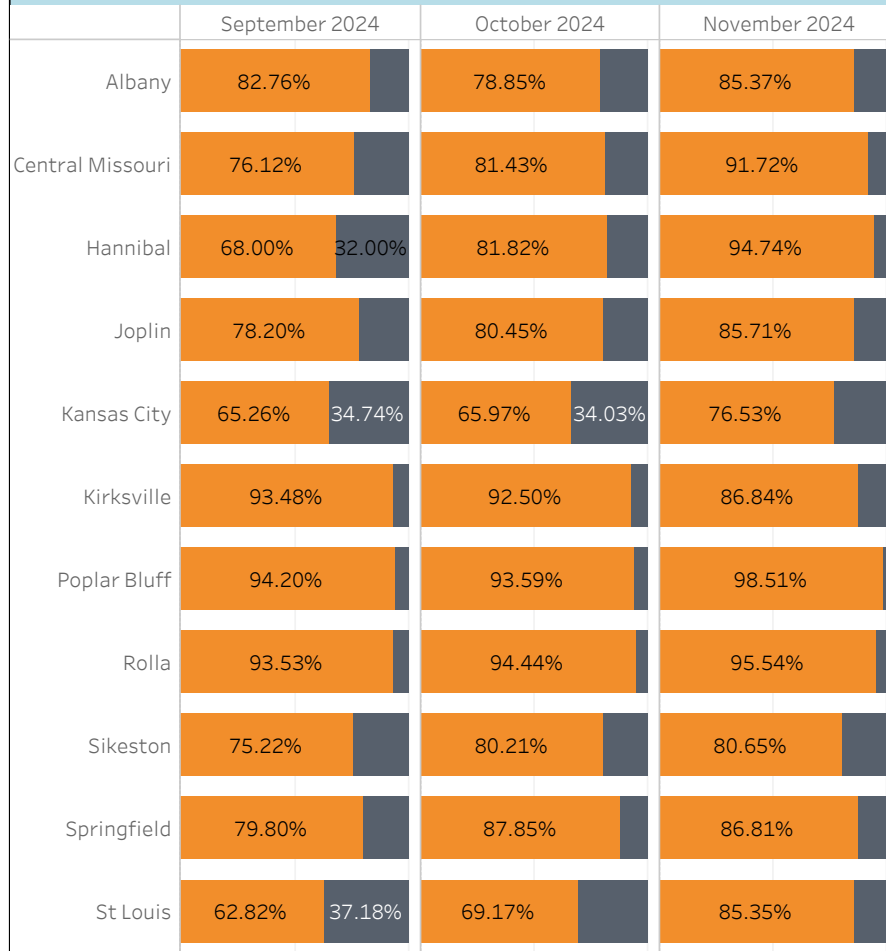
Quality Outcome

Workforce



Mental Health Service Capacity/ Infrastructure

Timely Annual Budgets by Region



OnTime Late

StationMD Usage

Info on StationMD: dmh.mo.gov/dev-disabilities/stationMD

StationMD Consults that Deflected Emergency Care

HCBS Waiver
Services

Independence/
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Infrastructure

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Infrastructure

Capacity/
Infrastructure

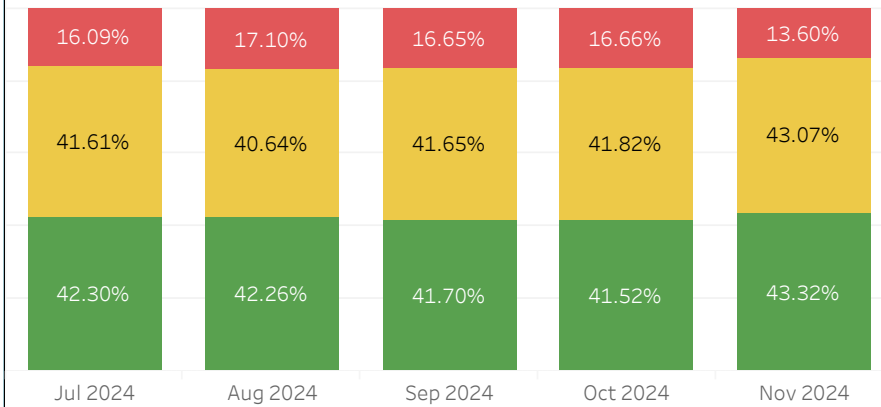
Quality Outcome

Workforce



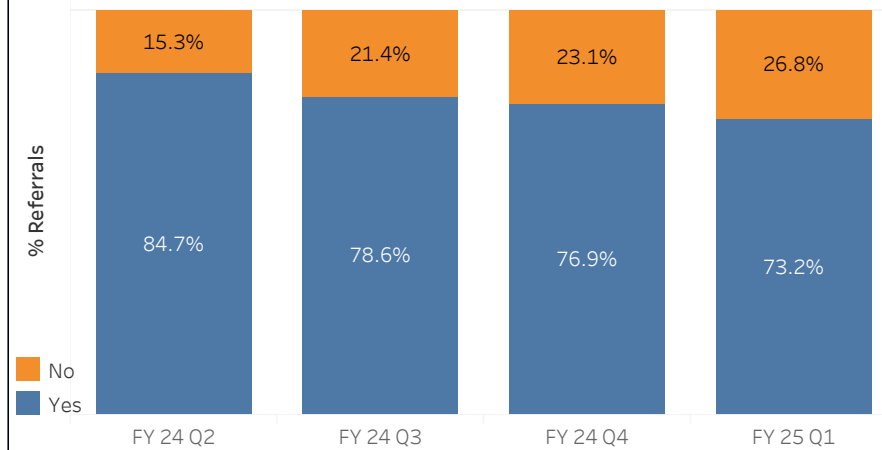
Mental Health Service Capacity/ Infrastructure

Percent of Residential Individuals by Risk Level



Risk Factor ■ High Risk ■ At Risk ■ No Known Risk

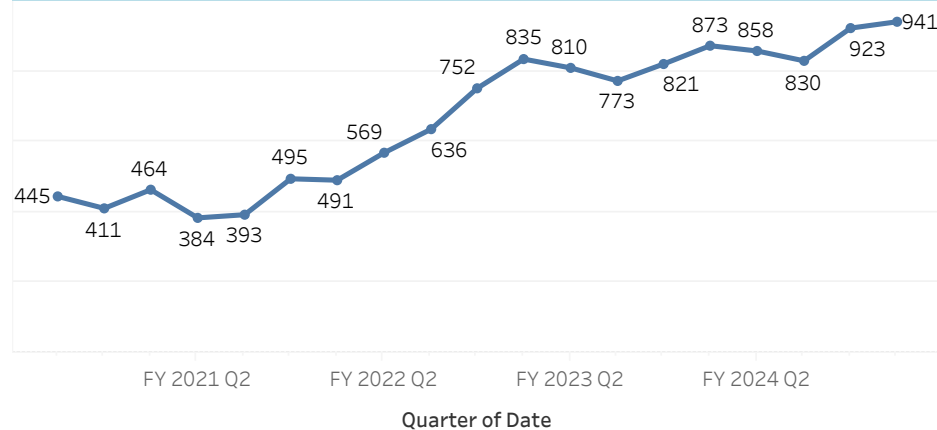
Were Due Process Elements in Place?



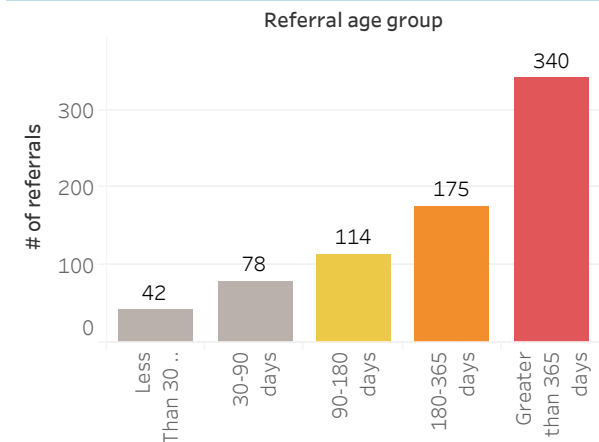
Number of
Open
Residential
Consumer
Referrals

749

How many people were in need of a new residential provider over time?



Length of Time Open on Consumer Referral Database



HCBS Waiver
Services

Independence/
Self-Sufficiency

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Infrastructure

Capacity/
Infrastructure

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Mental Health Service Capacity/ Infrastructure

Provider Corrective Action Plan (CAP)

Number of Providers Currently on Corrective Action Plan

	Service Provider	TCM	Grand Total
Count of Agencies	28.00	1.00	29.00
%Service Providers	4.49%	-	4.49%
%TCM	-	1.43%	1.43%

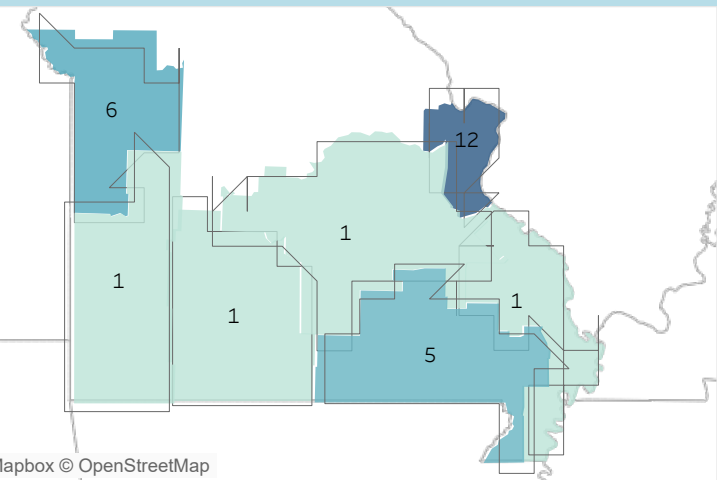
Provider Corrective Action Plans Ended Previous Month

8

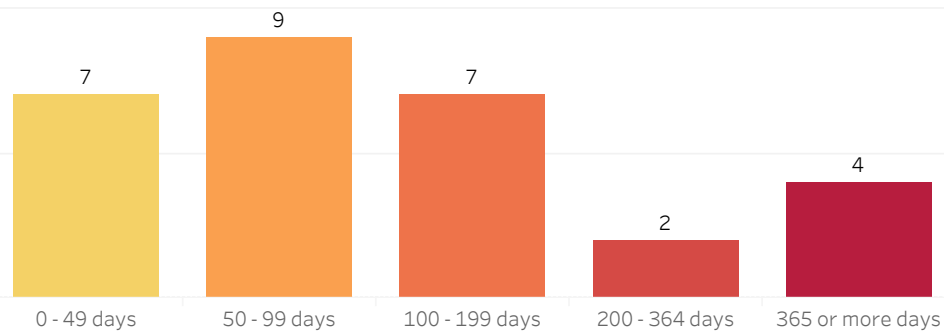
Provider Corrective Action Plans Implemented Previous Month

4

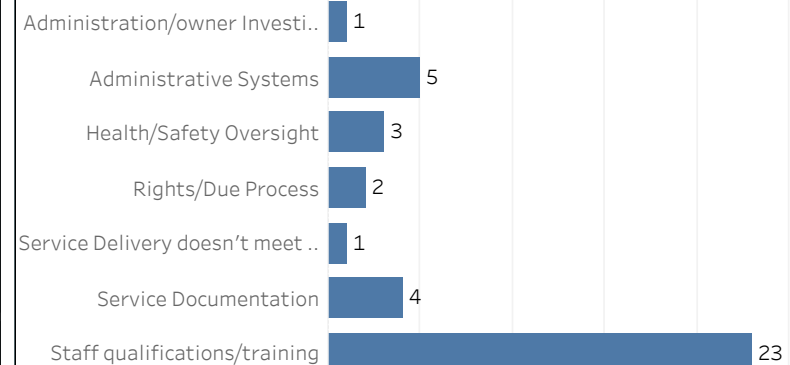
Map of Providers Currently on a Corrective Action Plan



Number of Agencies Currently on CAP by Length of Time



Issues Leading to CAP





MOQO: Social & Spirituality

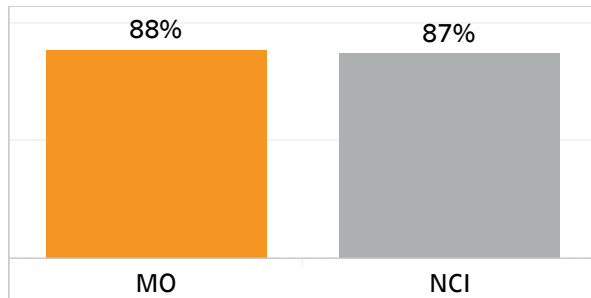
Frequency of and Satisfaction with Community Participation

An important piece of quality of life is community participation. To gauge community participation of people with IDD, the NCI In-Person Survey asks multiple questions about various community activities and if the person is satisfied with how often they participate in them. Displayed below are data related to three common community activities: shopping, going out for entertainment, and going to a restaurant or coffee shop.

The NCI In-Person Survey is a face-to-face survey with adults (age 18+) who receive at least one service (in addition to support coordination..

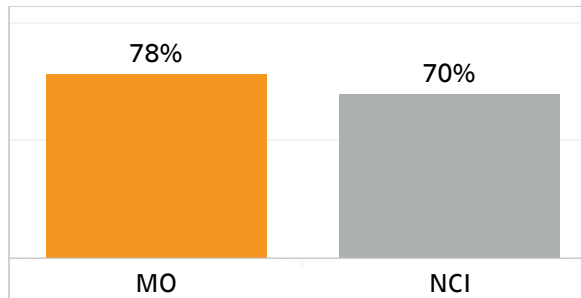
Went out shopping at least once in the past month

(MO N: 394; NCI N: 24,808)



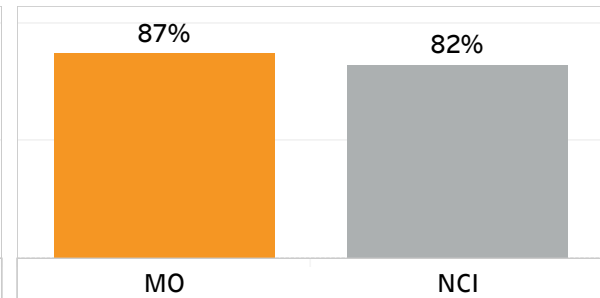
Went out for entertainment at least once in the past month

(MO N: 393; NCI N: 24,755)



Went out to a restaurant or coffee shop at least once in the past month

(MO N: 389; NCI N: 24,813)



Wants to go out shopping more, less or the same amount as last month

(MO N: 391; NCI N: 24,373)

	MO	NCI
More	30%	35%
The Same Amount	64%	59%
Less	5%	6%

Wants to go out for entertainment more, less or the same amount as last month

(MO N: 387; NCI N: 24,176)

	MO	NCI
More	36%	47%
The Same Amount	61%	51%
Less	3%	2%

Wants to go out to a restaurant or coffee shop more, less or the same amount as last month

(MO N: 387; NCI N: 24,427)

	MO	NCI
More	35%	44%
The Same Amount	61%	53%
Less	4%	4%

HCBS Waiver
Services

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Workforce

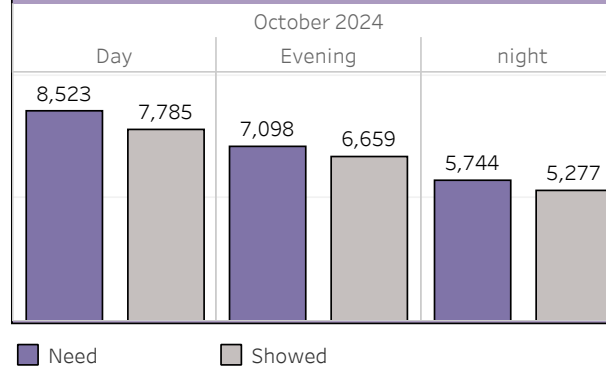


State Operated Programs Workforce

Count of Consumers by Program: December 2024

Grand Total	413
Bellefontaine Habilitation Center	86
Higginsville Habilitation Center	42
Northwest Community Services	112
Southeast Missouri Residential Services	64
Southwest Community Services	38
St Louis Developmental Disabilities Treatment Center	71

Direct Support Professional Staffing by Shift October 2024



Direct Support Professional Filled Position Changes

	Jul 2024	Aug 2024	Sep 2024	Oct 2024
Employees Started	65	93	73	36
Employment Ended	31	66	37	40
Net Employee Change	34	27	36	-4

Direct Support Professional Absenteeism Reasons

	Jul 2024	Aug 2024	Sep 2024
# of Staff Holdovers (volunteer/manda..)	3,791	2,650	3,021
Call-ins (unexpected)	1,587	1,321	1,278
No Call/ No Show	157	113	167
Pre-Approve Leave (ie. FMLA, vacation, etc.)	1,902	1,762	2,016

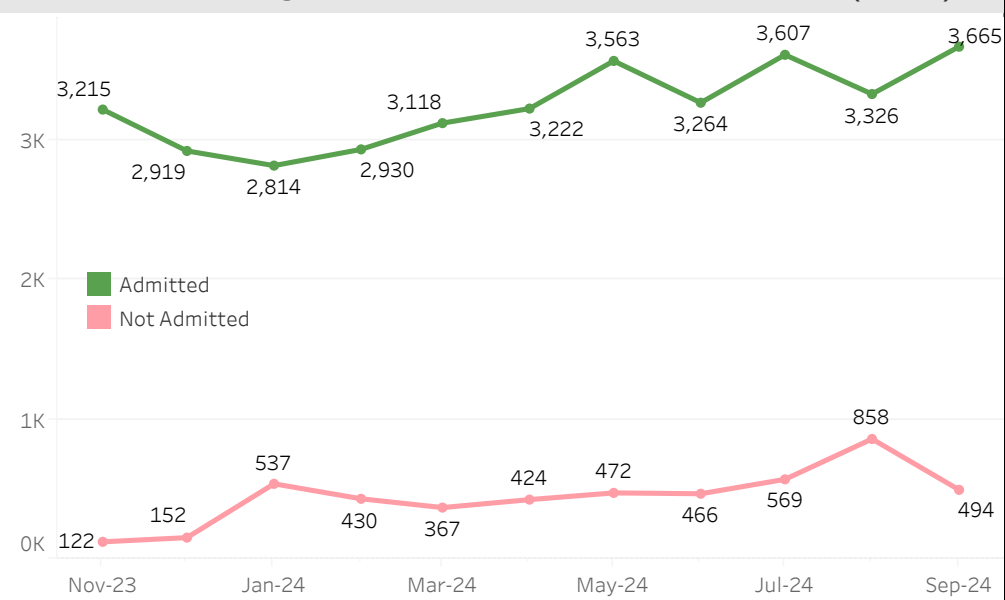
Percent Staffed

BHC	Need	4,484
BHC	Showed	4,675
HHC	Need	1,528
HHC	Showed	1,369
HOPE	Need	406
HOPE	Showed	379
NWCS	Need	4,347
NWCS	Showed	3,852
OB	Need	600
OB	Showed	490
SEMORS: Pop..	Need	1,705
SEMORS: Pop..	Showed	1,468
SEMORS: Sike..	Need	1,382
SEMORS: Sike..	Showed	1,033
South County	Need	1,519
South County	Showed	1,630
St. Charles	Need	2,728
St. Charles	Showed	2,392
SWCS	Need	2,666
SWCS	Showed	2,433

October 2024

	Employees Started	Employment Ended	Net Employee Change
BHC	7	4	3.00
HHC	6	14	-8.00
HOPE	1	2	-1.00
NWCS - Higgi..	0	2	-2.00
NWCS - Mars..	1	3	-2.00
NWCS - Rayt..	1	1	0.00
OB	4	3	1.00
SEMORS: Sik..	0	0	0.00
SEMORS:Pop..	3	0	3.00
South County	2	1	1.00
St. Charles	9	6	3.00
SWCS	2	4	-2.00

Persons Presenting to a Behavioral Health Crisis Center (BHCC)



For those presenting at a BHCC:

87.93% were admitted

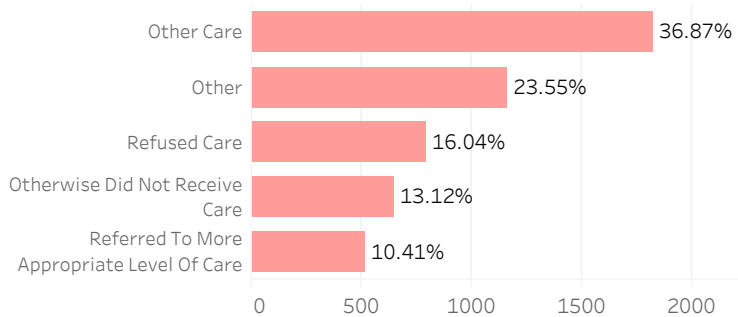
12.07% were not admitted

57.02% sought help for Mental Health

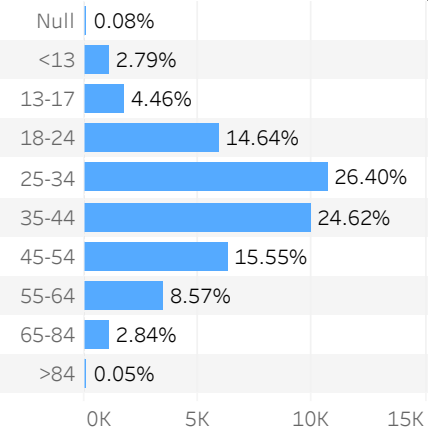
18.62% sought help for Substance Use



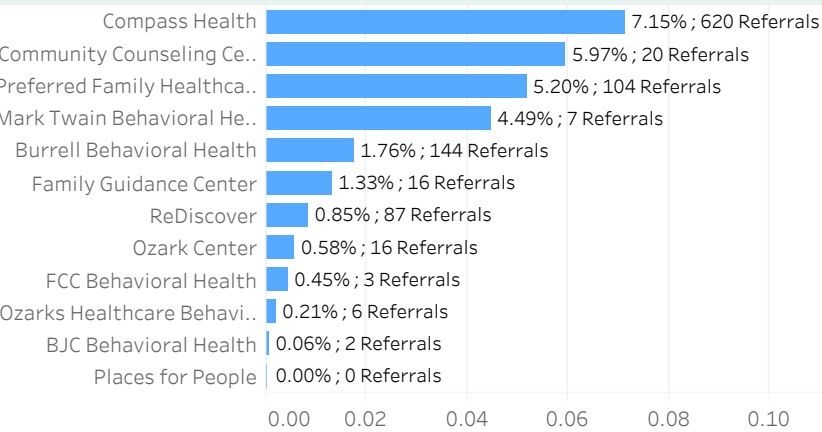
Reason Not Admitted



Persons by Age Group



Percent of Referrals that are Law Enforcement



Average Time Spent by Law Enforcement

Ozark Center	14.714 minutes
Family Guidance Center	14.000 minutes
ReDiscover	10.123 minutes
Community Counseling Ce..	10.000 minutes
Burrell Behavioral Health	8.895 minutes
Mark Twain Behavioral He..	8.167 minutes
Preferred Family Healthca..	6.937 minutes
Ozarks Healthcare Behavi..	6.500 minutes
FCC Behavioral Health	5.500 minutes
Compass Health	5.142 minutes

BHCC Activity

CBHL Activity

YBHL Activity

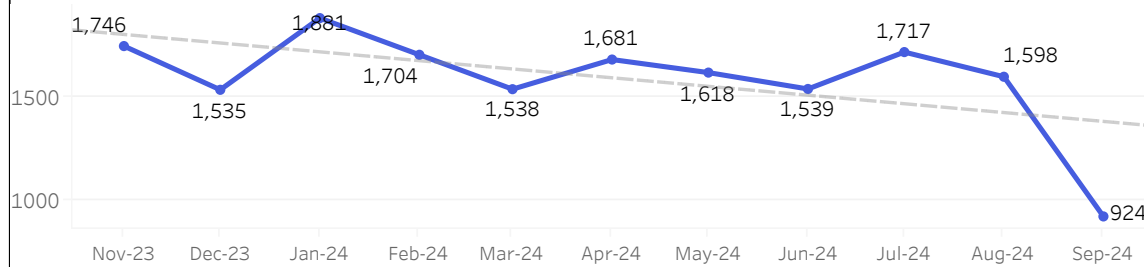
ASAM TEDS
Compliance
RatesCPS Status
ReportSUD
Admission
Data

MAUD Trends

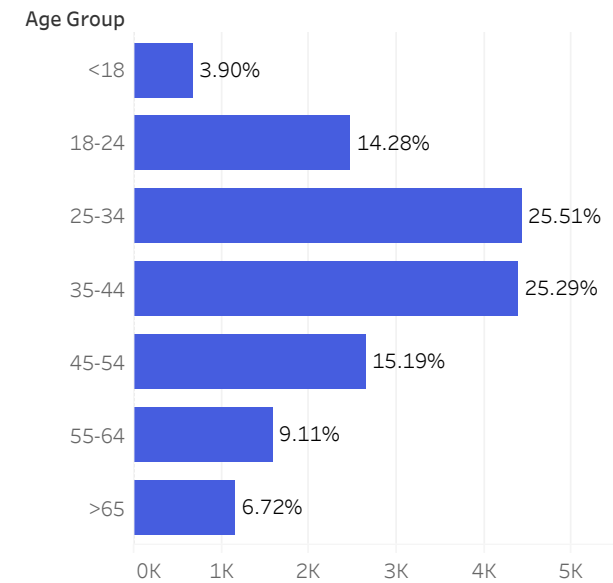
MOUD Trends

Overdose
PreventionDBH Facility
Vacancies

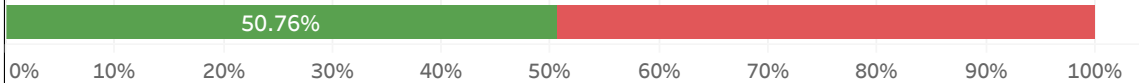
Community Behavioral Health Liaison (CBHL) Referrals



Referrals by Age Group



Contact Success Rate



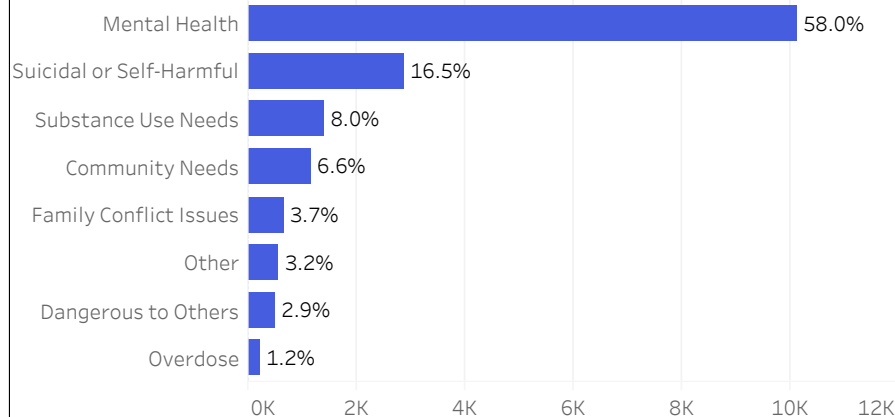
CBHL Successful Contacts

8,873

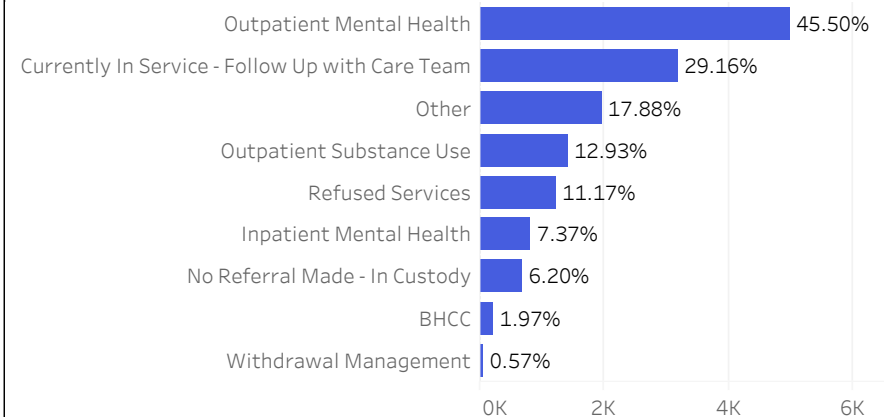
CBHL Contacts with IDD Diagnosis

362

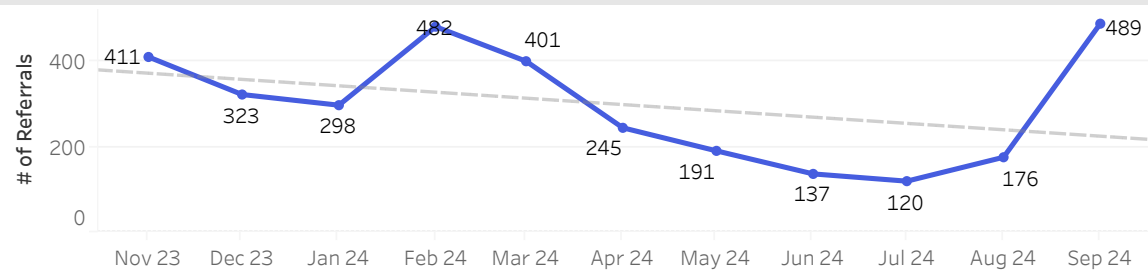
Primary Referral Reason



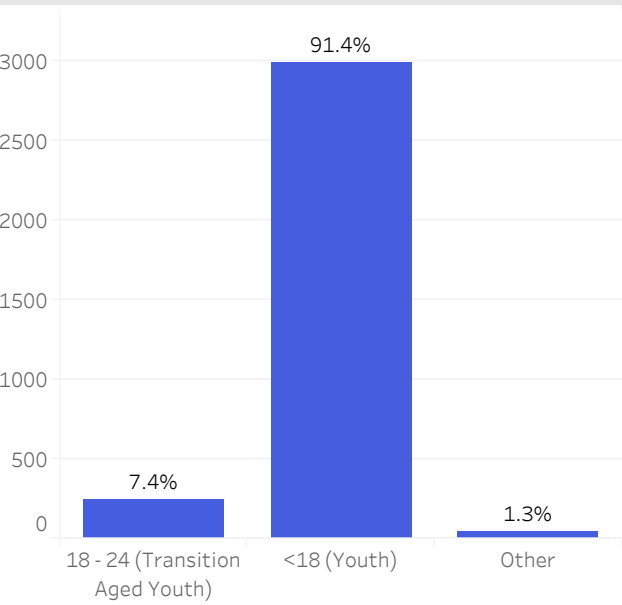
Outcome of Referrals



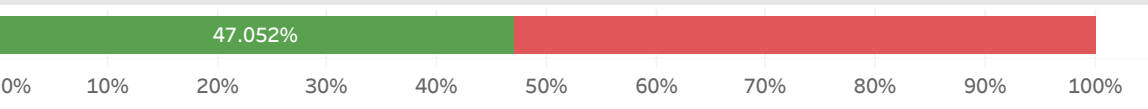
Youth Behavioral Health Liaison Referrals by Month



YBHL Referrals by Age



YBHL Contact Success Rate



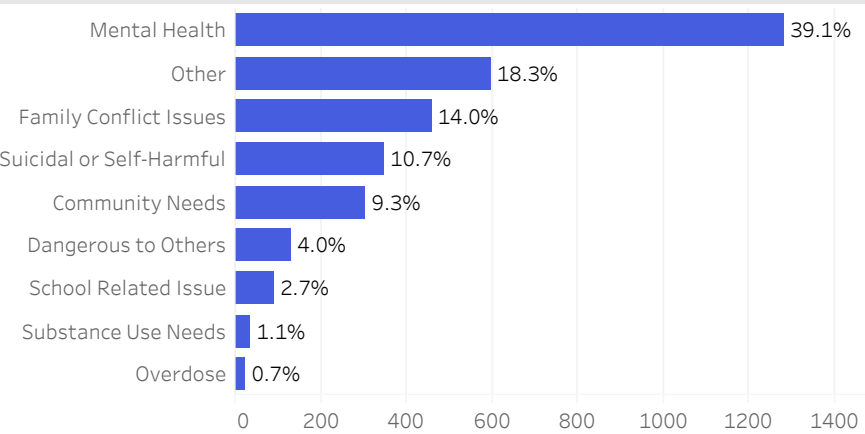
YBHL Successful Contacts

1,540

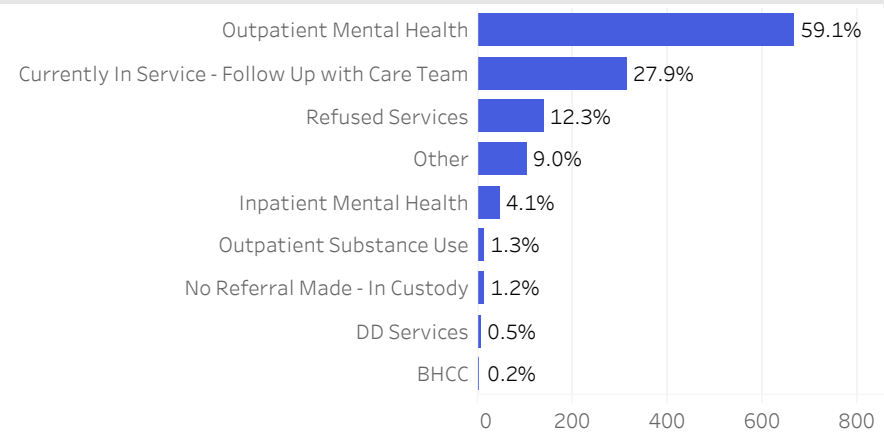
YBHL Contacts with IDD Diagnosis

82

YBHL Primary Referral Reason



YBHL Outcome of Referral



BHCC Activity

CBHL Activity

YBHL Activity

ASAM TEDS
Compliance
RatesCPS Status
ReportSUD
Admission
Data

MAUD Trends

MOUD Trends

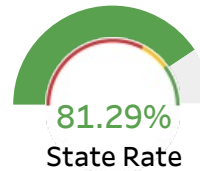
Overdose
PreventionDBH Facility
Vacancies

Treatment Episode Data Set (TEDS) Compliance Rates

TEDS data is collected at program assignment, level change (outpatient, intensive outpatient, residential services, withdrawal management, etc.), and program closure.

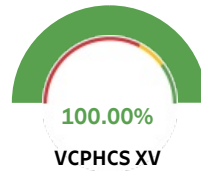
The goal for providers is to have at least 80% with completions of TEDS data submissions.

State Actual Completed
71,250



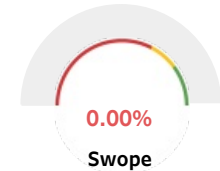
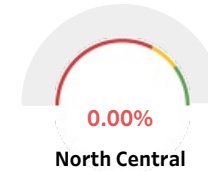
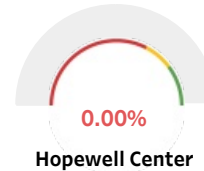
State Expected Completed
87,647

Top 3 Providers



Provider	Completed	Expected	Rate
BHG XLIII	181	181	100.00%
BHG XXVIII	46	46	100.00%
DRD	730	730	100.00%
Family Self Help	765	765	100.00%
VCPHCS XV	229	229	100.00%
SEMOBH	6,165	6,166	99.98%
CLS	2,408	2,409	99.96%
Westend Clinic	765	769	99.48%
ReDiscover	3,008	3,046	98.75%
FGC	920	935	98.40%
Compass	21,122	21,501	98.24%
BHG XXIX	118	122	96.72%
Queen of Peace	2,352	2,439	96.43%
Preferred	14,708	17,288	85.08%
Ozark Center	623	743	83.85%
BJC	33	42	78.57%
HCBC	5,990	8,188	73.16%
FCC	3,431	4,806	71.39%

Bottom 3 Providers



Provider	Completed	Expected	Rate
Gibson	2,434	3,496	69.62%
ARCA	2,275	4,334	52.49%
CMHC	144	297	48.48%
Mark Twain	288	626	46.01%
Gateway	904	2,325	38.88%
Salvation Army	516	1,353	38.14%
Beacon	47	147	31.97%
Burrell	953	3,360	28.36%
Clark Center	25	117	21.37%
University Health	53	388	13.66%
Places For People	4	106	3.77%
Metro Treatment	13	407	3.19%
Ozarks Healthcare	0	12	0.00%
East Central	0	14	0.00%
Bootheel	0	16	0.00%
Hopewell Center	0	26	0.00%
North Central	0	43	0.00%
Swope	0	175	0.00%

0% - 65%: Non-Compliant 65% - 80%: Near Compliant 80%+: Compliant

Data represents a rolling 12 months from 10/1/2023 to 9/30/2024.
Information last updated on 12/2/2024.

BHCC Activity	CBHL Activity	YBHL Activity	ASAM TEDS Compliance Rates	CPS Status Report	SUD Admission Data	MAUD Trends	MOUD Trends	Overdose Prevention	DBH Facility Vacancies
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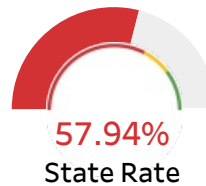
Status Reports for Mental Health Services

Status Report Type

All

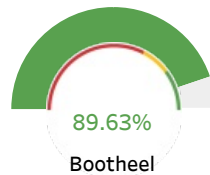
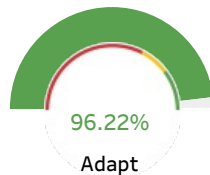
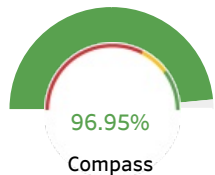
Status reports are required at admission, annual anniversary of that admission, and discharge for all clients who are enrolled in CPR, ACT, or TCM programs. Clients enrolled in other CPS programs will require a status report only if they have two services at least 30 days apart. The status reports collect a client's residential and employment status, education level, and legal involvement.

State Status Reports Completed
64,252

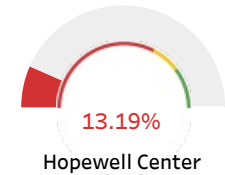
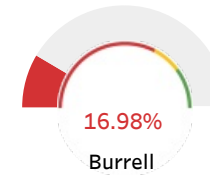
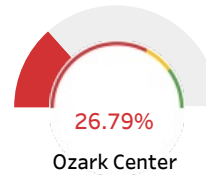


State Status Reports Expected
110,885

Top 3 Providers



Bottom 3 Providers



Provider	Completed	Expected	Rate	Provider	Completed	Expected	Rate
Compass	24,779	25,558	96.95%	Mineral Area CPRC	174	250	69.60%
Adapt	1,958	2,035	96.22%	East Central	689	1,088	63.33%
Bootheel	1,833	2,045	89.63%	Ozarks Healthcare	1,382	2,256	61.26%
North Central	1,980	2,428	81.55%	Comprehensive Health	248	436	56.88%
Clark Center	1,898	2,401	79.05%	Places For People	1,161	2,050	56.63%
FGC	2,264	2,897	78.15%	ReDiscover	1,953	3,584	54.49%
FCC	3,702	4,755	77.85%	BJC	6,062	11,293	53.68%
Independence Center	722	952	75.84%	University Health	941	2,307	40.79%
Preferred	1,249	1,666	74.97%	Swope	1,207	3,759	32.11%
New Horizons	314	421	74.58%	Beacon	834	3,038	27.45%
CCC	1,574	2,198	71.61%	Ozark Center	1,188	4,434	26.79%
SEMOBH	56	79	70.89%	Burrell	3,089	18,187	16.98%
Mark Twain	1,939	2,759	70.28%	Hopewell Center	1,056	8,009	13.19%

0% - 65%: Non-Compliant 65% - 80%: Near Compliant 80%+: Compliant

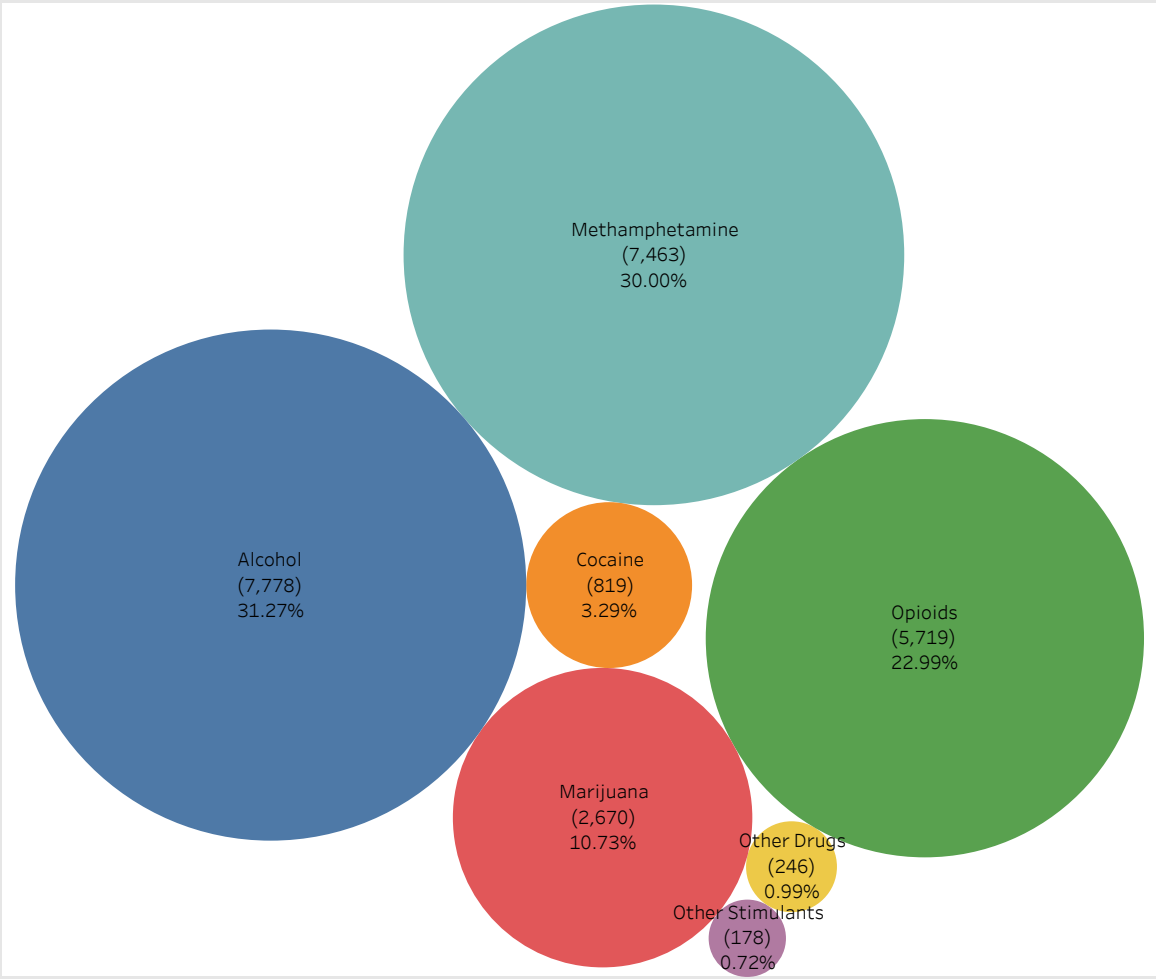
Data represents a rolling 12 months from 10/1/2023 to 9/30/2024.
Informaiton last updated on 12/2/2024.

Primary Substances at Program Admission and Polysubstance Indicators

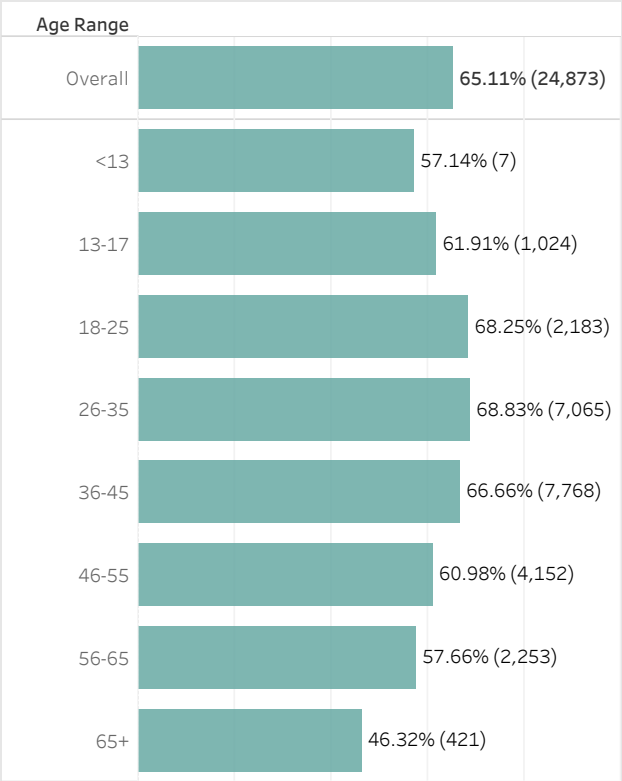
Program Admissions for the time period:
12/5/2023 to 12/3/2024

Programs Included
All

Primary Substances at Program Admission



% of Program Admissions with Indicated Polysubstance Issue



The chart above shows the percent of program admissions where the individual's assessment shows that there are issues with multiple substances. This chart is filtered by the chart on the left (Primary Substance) if a primary substance is selected.

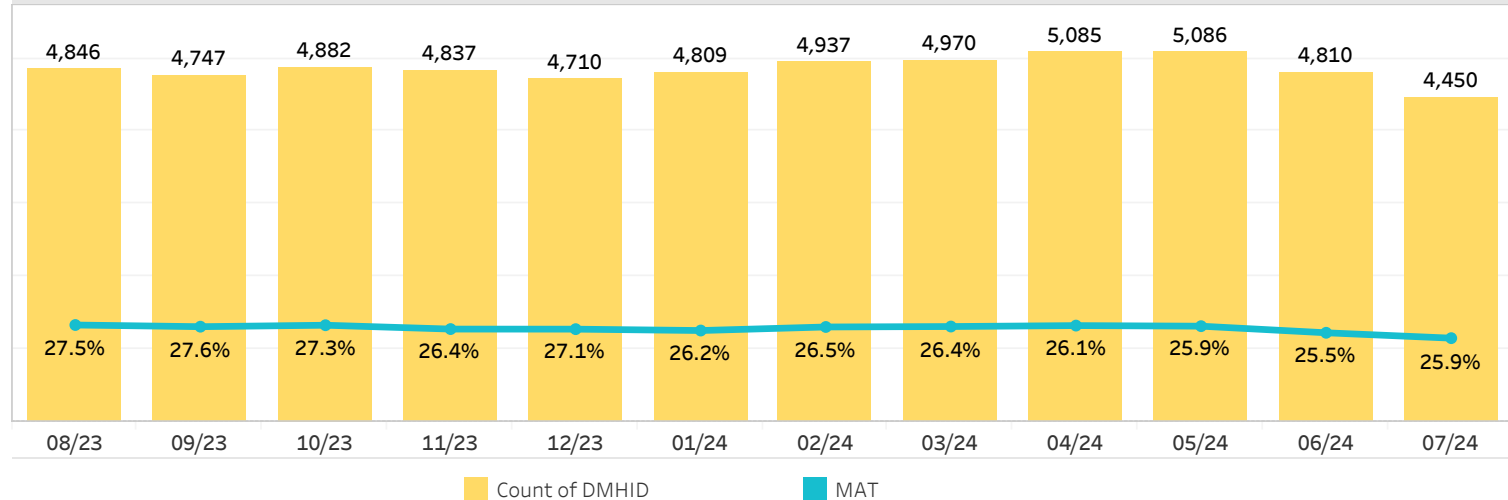
Medication for Alcohol Use Disorder (MAUD) Trends

This visualization shows total number of consumer episodes receiving services for an alcohol use disorder (AUD) per month and the rate at which those individuals received a medication for AUD (MAUD) during the episode of care. The annual and monthly rate change data points are based on distinct episode counts from either the prior rolling year or prior month.

Monthly Change

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
% Change in AUD Episodes	6.5%▲	-2.0%▼	2.8%▲	-0.9%▼	-2.6%▼	2.1%▲	2.7%▲	0.7%▲	2.3%▲	0.0%▲	-5.4%▼	-7.5%▼
% Change in MAUD Episodes	6.4%▲	-1.7%▼	1.5%▲	-4.0%▼	-0.1%▼	-1.5%▼	3.9%▲	0.5%▲	1.0%▲	-0.6%▼	-6.9%▼	-6.0%▼

Monthly Activity



Year-Over-Year Change # of AUD Episodes

9.1%▲

Year-Over-Year Change # of AUD Episodes with Medication

4.6%▲

Year-Over-Year MAUD Rate Change

-1.3%▼

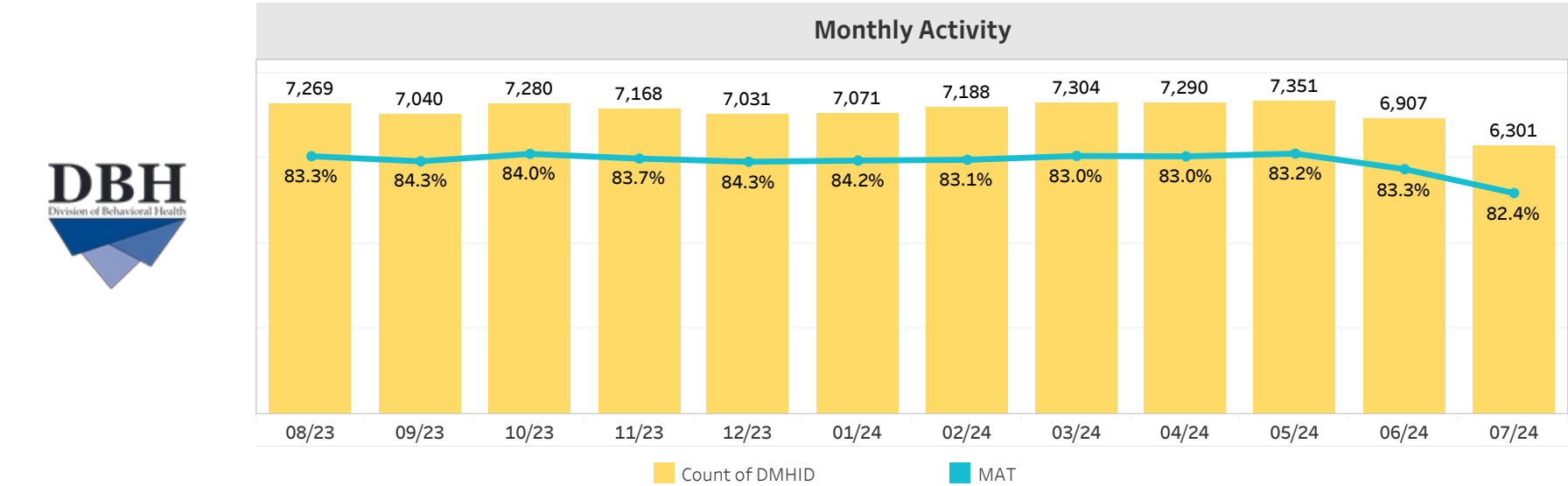
Data Updated: December 2, 2024

* Data refreshed at the beginning of each month; rolling 12 month period; lagged by four months to allow time for billing.

Medication for Opioid Use Disorder (MOUD) Trends

This visualization shows total number of consumer episodes receiving services for an opioid use disorder (OUD) per month and the rate at which those individuals received a medication for OUD (MOUD) during the episode of care. The annual and monthly rate change data points are based on distinct episode counts from either the prior rolling year or prior month.

Monthly Change												
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
% Change in OUD Episodes	2.6%▲	-3.2%▼	3.4%▲	-1.5%▼	-1.9%▼	0.6%▲	1.7%▲	1.6%▲	-0.2%▼	0.8%▲	-6.0%▼	-8.8%▼
% Change in MAUD Episodes	1.7%▲	-2.0%▼	2.9%▲	-1.8%▼	-1.2%▼	0.5%▲	0.3%▲	1.5%▲	-0.1%▼	1.1%▲	-6.0%▼	-9.7%▼



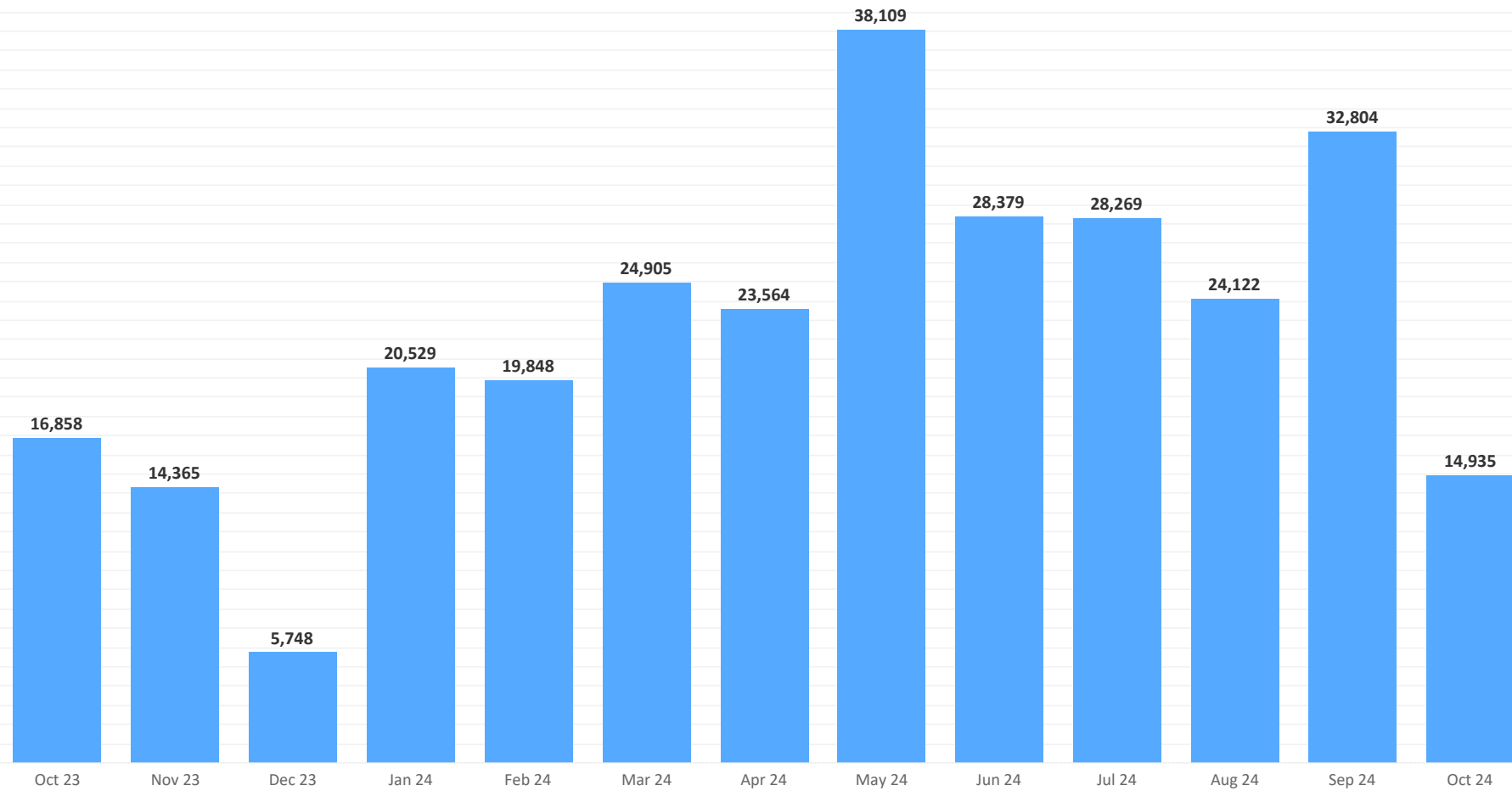
Year-Over-Year Change # of OUD Episodes	Year-Over-Year Change # OUD Episodes with Medication	Year-Over-Year MOUD Rate Change
-0.9%▼	-2.9%▼	-1.5%▼

Data Updated: December 2, 2024

* Data refreshed at the beginning of each month; rolling 12 month period; lagged by four months to allow time for billing.

[BHCC Activity](#)[CBHL Activity](#)[YBHL Activity](#)[ASAM TEDS
Compliance
Rates](#)[CPS Status
Report](#)[SUD
Admission
Data](#)[MAUD Trends](#)[MOUD Trends](#)[Overdose
Prevention](#)[DBH Facility
Vacancies](#)

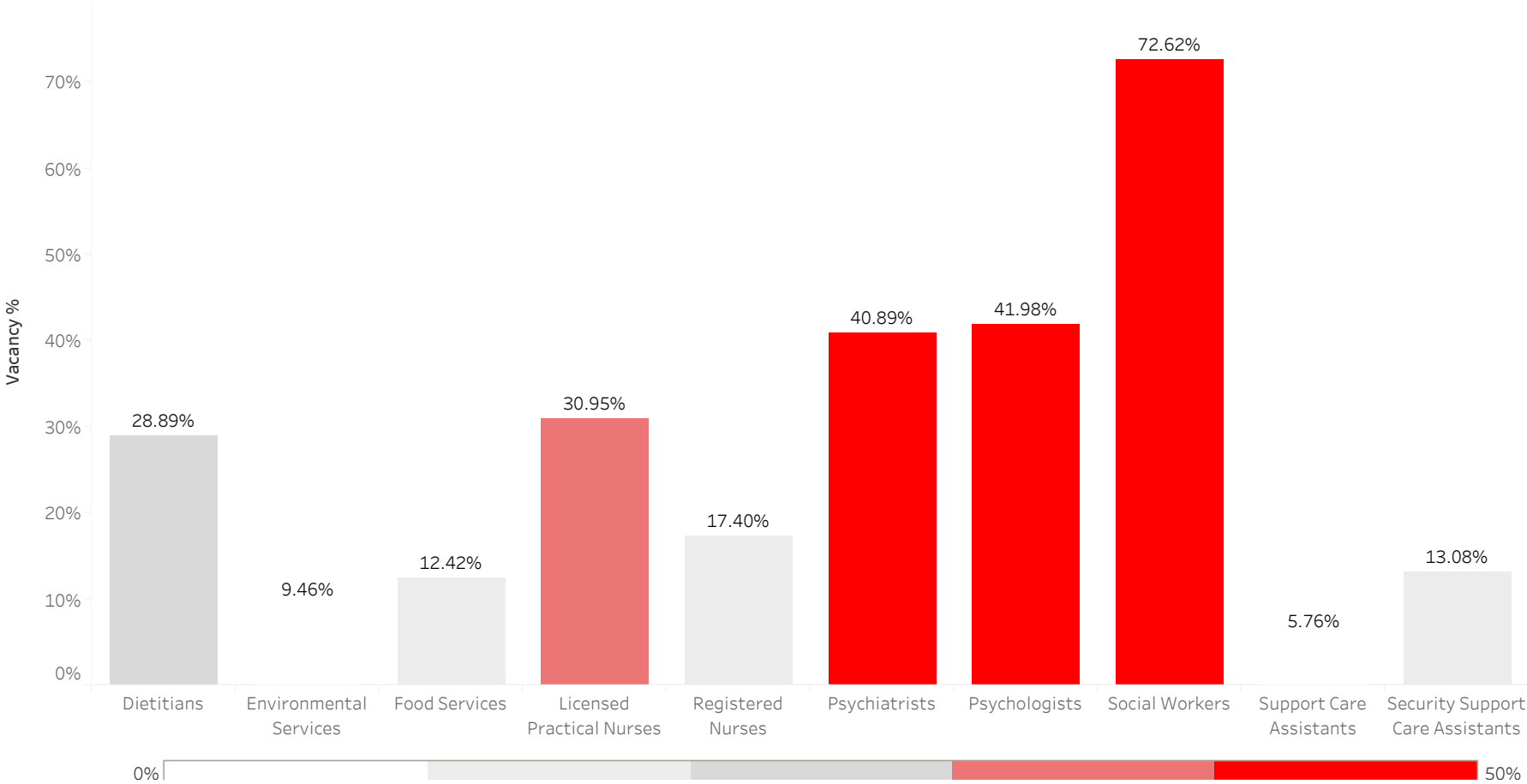
Total Narcan Kits Distributed across Grants



These data show the number of Narcan kits distributed across all opioid related grants by month.

BHCC Activity	CBHL Activity	YBHL Activity	ASAM TEDS Compliance Rates	CPS Status Report	SUD Admission Data	MAUD Trends	MOUD Trends	Overdose Prevention	DBH Facility Vacancies
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DBH Inpatient Facility Current Vacancy Rates



Inpatient facilities often cover shifts using voluntary second appointments, part-time appointments, voluntary overtime, mandated overtime, and by using staff from contracted staffing agencies. In some cases, vacancy rates reduce the number of beds available for use at facilities.

Security Support Care Assistants are utilized at Fulton State Hospital within the high security units and the sex offender rehabilitation and treatment units at both Fulton State Hospital and Southeast Missouri Mental Health Center.